Subject: Tourism & Hospitality

An MHRD Project under its National Mission on Education throught ICT (NME-ICT)

Production of Courseware
-Content for Post Graduate Courses

Paper: 07, Front Office Operation and Management
Module: 19 Tele communications

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Tourism & Hospitality	Front Office Operations and Management
	Telecommunications

Items	Description of Module
Subject Name	Tourism and Hospitality
Paper Name	Front Office Operations and Management
Module Title	Telecommunications
Module Id	Module no-19
Pre- Requisites	Knowledge of telephone etiquettes
Objectives	To study the telephone communication in hotel
Keywords	EPABX, Telephone Exchange, Telephone Operator

QUADRANT-III

Learn More

Suggested Readings:

1) Front Office Training Manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill

2) Managing Front Office Operations – Kasavana& Brooks Educational Institution   AHMA

3) Front Office – Operations and Management – Ahmed Ismail (Thomson Delmar).

4) Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.

5) Front Office Operations – Colin Dix & Chris Baird.

6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers

8) Principles of Hotel Front Office Operations, Sue Baker &JermyHuyton, Continum

9) Check in Check out- Jerome Vallen

10) Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley International.

11) Hotel Front Office: Operations and Management, by Jatashankar Tiwari, Oxford Publications.

Glossary:

    i) CAS: Call accounting system.

    ii) PMBX:Private manual branch exchange.

    iii)HOBIC Systems: The Hotel Outward Billing Information Center.

    iv)Paging: A service provided to locate guest in public areas.

    v) Telephone Etiquettes:Providing a professional image on telephone