





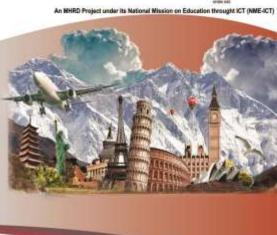
Subject: Tourism & Hospitality

Production of Courseware

-Content for Post Graduate Courses



Module: 19 Tele communications











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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 EPABX, Telephone Exchange, Telephone Operator	5
Keywords	EPABX, Telephone Exchange, Telephone Operator	
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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 & Jermy Huyton, 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

