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2nd YEAR

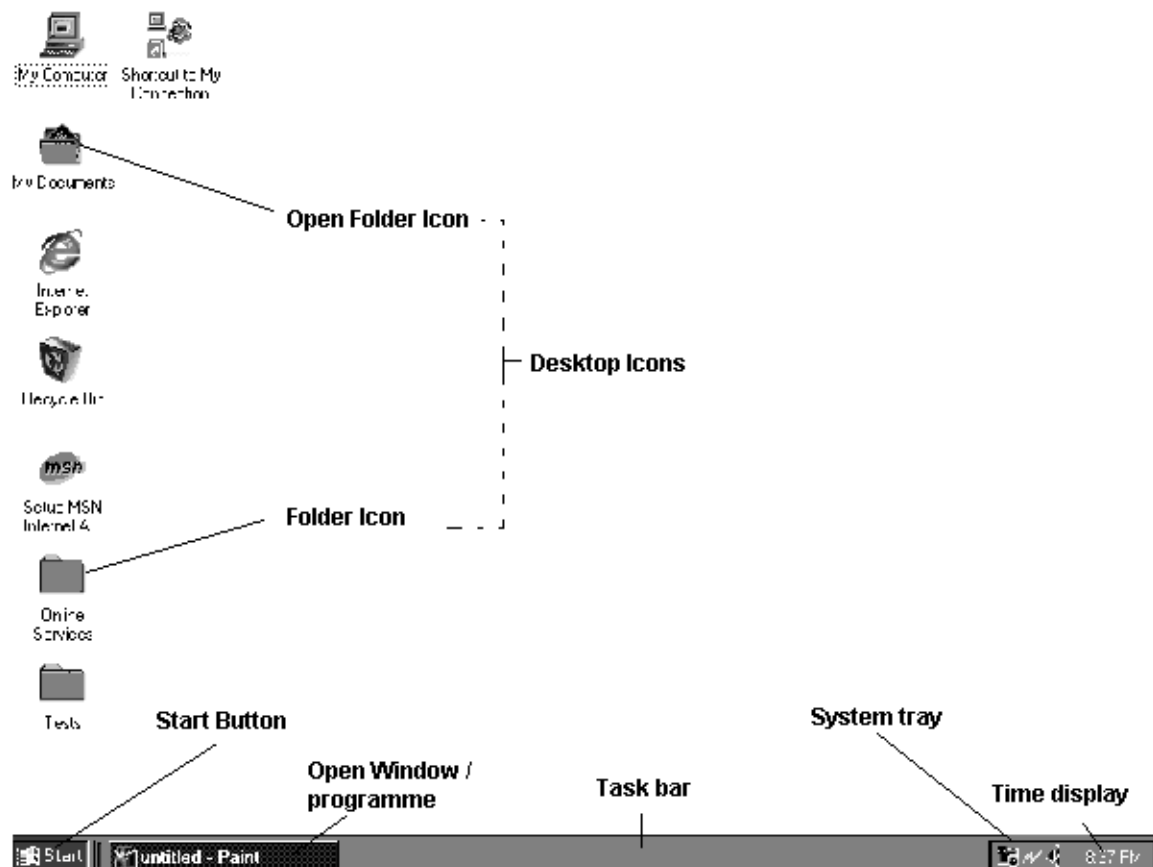
PAPER-III (PRACTICALS): COMPUTERS & FRONT OFFICE OPERATIONS

1. BASIC TRAINING in -

a). WINDOWS OPERATIONS:

DESKTOP: The display on the screen at start of windows is called the desktop. The desktop is the windows user interface area. You may customize the desktop by adding shortcuts to your frequently used or favourite programmes, documents, etc. You may change the way it looks according to your need.

Parts of a typical desktop, and their functions



DESKTOP ICONS: An icon is a miniature picture that has a name, and represents objects like folders / files / documents / applications / devices.

Upon clicking the icon, it opens up the object that it represents.
The popular icons on the desktop:

- My Computer
- Recycle Bin
- Internet Explorer
- Network Neighbourhood

TASK BAR: The long horizontal bar at the bottom of the desktop. It contains three elements:

- Start Button – allows access to all applications
- System Tray – shows status and displays time
- Task status – indicates all the open windows/ programmes on the desktop

START BUTTON: It is a command button that opens the start menu. The start menu contains all the applications that are installed on the computer. Upon clicking the Start button, the Start Menu pops up, it allows you to choose the programme that you wish to run. The other options on the Start Menu are –

- Programs: All programmes on the computer are displayed like a menu to choose from. The user may add or delete the programmes accessible from here.
- Documents: The most recent files and documents that have been used are displayed for immediate access.
- Settings: Several system settings viz. Control Panel, Printers, Task bar & Start Menu, Folder options, Active Desktop etc. can be set or modified with the help of this.
- Find: To find Files or Folders or people on the Internet. When either the first name or last name or any other hint about a file or folder etc. is given the system goes through the entire disk/disks that are connected to it or path and displays all that it has encountered in the search. The search could be on the basis of date of creation or modification / size of a file also.
- Help: Windows help is available here.
- Run: Runs a DOS command. To work with any programme that works on the DOS platform.
- Shut down: To shut down the computer or to restart or keep in stand by mode or to go completely into DOS mode.

SYSTEM TRAY: Displays current system date and time; enables change of these settings and provides other status information about the system like print status etc.

WINDOW:

A window is the basic display screen for windows and all its applications. A window can represent a folder on the desktop, a running programme, or a document or a dialog box in a programme.

Parts of a window:

Parts of a standard window:

- Title Bar – displays the title associated with the window; it shows different color when the window is in focus or when not in focus. By holding the mouse pointer on the title bar the window can be moved.
- Frame – It is the outer frame that surrounds the window. Pointing the mouse pointer anywhere on the frame may get the focus on window. Resizing the window is also possible by pointing the mouse to the edges of the frame.
- Control Menu – By clicking the icon on the upper left corner of the window, it pops up with options like Move, minimize, maximize, size, restore, close, which work on the window.
- Menu Bar – Just below the title bar, contains options like File, Edit, Help etc. relating to the application in use as pull down menus.
- Work space – The portion inside the frame under the title & menu bar. This is the area where the user can work relating to the application.
- *Restore, Minimise & Maximise, Close* buttons – these are buttons at the extreme right corner of the title bar. These are the same options that we see in the Control Menu.
- Scroll bars – The display of data in the window, some time extends the space beyond the area covered by the window. To view such data or picture etc. there are two scroll bars; vertical and horizontal, which help us to pan towards the invisible part on the screen horizontally and vertically by the use of mouse.

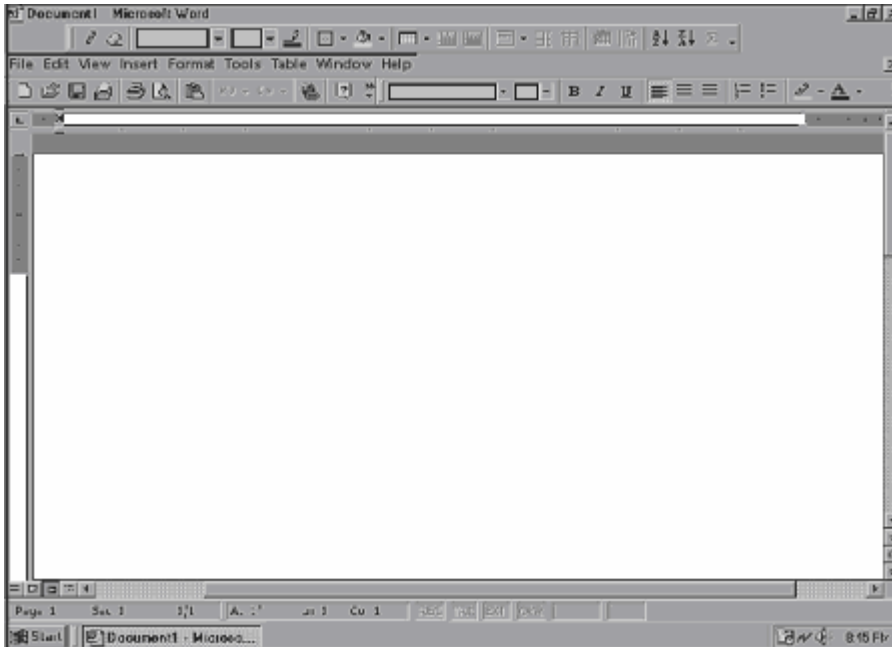
Objectives: Using Windows operating system the student should be able to perform the following basic tasks:

- Creating Folders
- Copying Files/Folders
- Moving Files/Folders
- Creating Shortcuts
- Renaming Files/Folders
- Deleting Files/Folders
- Exploring Windows
- Finding Files/Folders

Please refer to Computers & Front Office Operations Theory for above topics.

b). Ms.Word

The main screen of Microsoft Word



Objective: Student will be able to do word processing, documentation, and mail merge operations using Ms.Word.

Guidelines: Using Ms.Word the following operations must be handled by the student.

1. Creating a document
 - Entering text
 - Saving the document
 - Retrieving a document that was saved earlier
 - Editing the document
 - Moving on the document
 - Find and replace operations
 - Previewing, Print options and Printing the document

2. Formatting a document
 - Setting up/changing paragraph indents
 - Setting tabs and margins
 - Justifying paragraphs
 - Formatting pages and documents
 - Using bullets and numbers
 - Setting up headers/footers

3. Special effects
 - Bold, underline, superscript, subscript, italics
 - Changing fonts, size, color
 - Changing case
4. Cut, copy and paste operations
 - Marking a block
 - Copying and Pasting the block
 - Cutting and Pasting the block
 - Deleting the block
 - Formatting the block
5. Tools
 - Spellings and grammar
 - Mail merge – document; data; marking the fields; and merging the data with the document
 - Printing Envelopes and Labels
6. Tables
 - Create
 - Insert Table / Rows / Columns
 - Delete Table / Rows / Columns
 - Format
 - Sorting
7. Graphics
 - Inserting Clipart
 - Symbols, borders, shading
 - Word Art

Refer to an Exercise in Ms. Word in the next page.

SARDAR VALLABH BHAI PATEL JUNIOR COLLEGE
PANAGAL

To

Sub: Invitation for the 12th Annual Day Celebrations – Reg.

Dear Parent,

You are cordially invited for the 12th Annual Day Celebrations of our college on 16th September, 2005. We request you to attend High Tea at 5 p.m., which will be followed by a cultural programme organised entirely by the students.

Programme Sheet

Prayer Song	5-45 p.m.
Welcome Song	5-55 p.m.
Welcome Address	6-00 p.m.
Skit by Junior inter students	6-15 p.m.
Music & vocal	6-30 p.m.
Drama	7-00 p.m.
Prize Distribution	7-30 p.m.
Vote of Thanks	7-45 p.m.
National Anthem	7-50 p.m.

Thanking you,

Yours sincerely,

Principal,
Sardar Vallabh Bhai Patel Junior College

Type the above letter & (refer to next page for further instructions)

Instructions to the student

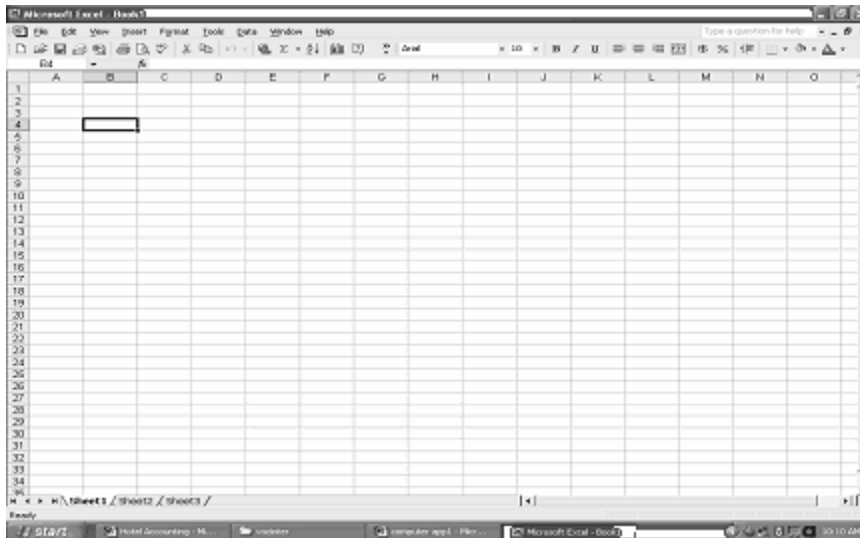
1. Center the headings.
2. Make the font size of headings to 14
3. Using the Mail merge feature enter the following addresses:
Mr. Rakesh, 16/22, M.G.Road, Panagal
Mrs. Suchitra, 32-16, Kasturba Road, Vengal
Mr. Sumesh, 134, Defence Colony, Pongal
5. The addresses should be indented on the letter format below To and Mail merge operated to bring out separate letters for each address automatically.

The above exercise is only suggestive.

Similar exercises using tables; find and replace; word art etc. can be given by the teacher for making word processing more interesting.

c). Ms.Excel

Parts of excel Menu, and Worksheet



- Objective: (i) Student will be able to make reports and graphs using Ms.Excel.
(ii). Student will be able to do the basic arithmetical & logical operations using Excel.
(iii). Will be also able to do data related operations to get more meaningful reports.

Guidelines: Using Ms.Excel the following operations must be handled by the student.

1. Creating a spreadsheet
 - Starting a new worksheet
 - Entering the three different types of data in a worksheet
 - Using simple formulas
 - Formatting data for decimal points
 - Editing data in worksheet
 - Using AutoFill
 - Blocking data
 - Saving a worksheet
 -
2. Cosmetic options on the worksheet
 - Selecting cells to a format
 - Trimming tables with auto format
 - Formatting cell for:
 - Currency
 - Comma
 - Percent
 - Decimal
 - Changing column's width and row height

- Aligning text:
 - Top to bottom
 - Text Wrap
 - Re-Ordering orientation
 - Using Borders
- Opening workbook files for editing
- Undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas
- Moving and copying with Cut, Copy and Paste
- Deleting cell entries
- Deleting columns and rows from worksheet
- Inserting columns and rows in a worksheet
- Spell checking the worksheet

3. Other features

- Finding and replacing data in the worksheet
- Protecting a worksheet
- Function commands: Explain concept and usage with examples.

Arithmetical:

Sum();

Average();

Round();

Logical:

Minimum();

Maximum() and

IF()

4. Database operations

- Sorting of data
- Using sub-totals option
- Filter (auto and manual)

5. Creating graphs/charts

- Using Chart wizard
- Changing the chart with the chart toolbar
- Formatting the chart's axis
- Adding a textbox to a chart
- Using drawing tools to add graphics to chart and worksheet
- Printing a chart with printing the rest of the worksheet data

6. Printing the worksheet
 - Previewing pages before printing
 - Printing a part of the worksheet
 - Changing the orientation of the printing
 - Adding a header and footer to a report
 - Inserting page brakes in a report

Refer to the following Exercise in Ms.Excel.

Orugal Group of Hotels
Sales analysis

Date of sale	Name of Point of Sale	Budgeted Sales	Actual Sales	Variance	Comment
1-Jan-05	LITTLE NUGGETS	16000	21000		
1-Jan-05	JOCKEY HOUSE	32000	39000		
1-Jan-05	RUCHI	19000	17000		
2-Jan-05	LITTLE NUGGETS	16000	19000		
2-Jan-05	JOCKEY HOUSE	32000	29000		
2-Jan-05	RUCHI	19000	18000		
3-Jan-05	LITTLE NUGGETS	16000	16000		
3-Jan-05	JOCKEY HOUSE	32000	36000		
3-Jan-05	RUCHI	19000	22000		

Type the above data using Excel worksheet.

Then follow these instructions:

1. Give formula in Variance column to compute the difference between Budgeted Sales and Actual Sales.
2. Give logical formula in Comment column to display Good if an Actual sale is equal to or greater than Budgeted Sale and Bad if an Actual sale is less than Budgeted Sale.
3. Sort the data by Name of Point of Sale.
4. Using Sub-totals feature get Point of Sale based Sub-totals.
5. Make a pie chart to depict only the total Actual Sale of each Point of Sale for the period; give the chart the title: POS-wise Sales

The above exercise is only suggestive.

Similar exercises using other functions; different logic; fill; filter; find and replace; word art; other graph forms etc. can be given by the teacher for generating useful reports.

2. INTERNET:

It is an advancement in the field of communications. It is used for communicating from one person to another with little time .It is the fastest means of communication. It is a computer network consisting of a worldwide network of computer networks that use the TCP/IP network protocols to facilitate data transmission and exchange. It is also an international computer network linking computers from educational institutions, government agencies, industries, etc. Internet is either connection through a telephone or cable (especially for high speed internet). Internet is not only useful for communication but also educational, commercial and other purposes.

The Central Reservations System (CRS) between hotel chains and the Global Distribution System (GDS) between different Tourism & Travel related services work with the help of internet only.

Website: A computer connected to the internet that maintains a series of web pages on the World Wide Web. Hotels, Airlines, Travel Agents, Tour Operators, Tourist offices have their advertisements, and provide information related to their companies and tourist services.

Using Internet Explorer the student should get acquainted with the tasks of browsing and e-mailing.

Practical session should allow students to handle internet; browse web-sites and communicate using e-mail.

3. COMPUTERISED SYSTEM FOR FRONT OFFICE OPERATIONS

Introduction:

Today, most of the hotels, bigger and smaller, have Computerised reservation systems. Apart from computers, telephones are used as a reservation tool. In case of a chain, franchisee network or referral organisation, reservations are done through a central reservation service which receives and documents the same. Reservationist at the center handles incoming calls and enters the relevant data in the computer, information of which is sent to the respective establishment. Each participating property has its own reservations computer linked to the central reservation system. Majority of the hotel reservations are received from guests who either call the central reservation service or contact the hotel directly. Travel Agencies and Airlines use major airline reservation systems through out the world for booking hotel accommodation. The hotels internal reservation system aims to manage room availability and guest registration efficiently, to monitor current occupancy levels, and forecast future levels accurately; to plan and budget the hotel's future income and expenses based on anticipated occupancy and to manage the hotel's marketing services. For this purpose there are various steps involved in room reservation. They are:

(1). **Handling room request** -A reservation request is received generally through telephone, fax, telex, computer or mail. The enquiries are usually about availability and room rates.

The clients generally request for good rooms with lowest rates available. Some others may want the best and do not mind paying more. The reservationist needs to understand the needs of the client and should give relevant information on availability and room rate. Sometimes the guests may be eligible for special rates like government or defence personnel, travel agents, and airline employees. Hence it is necessary to obtain as much information as possible regarding the clients' needs and preferences.

(2). **Determining availability and rates:** The information like date and time of check-in / check-out, number of persons/children, special request if any etc is necessary and after noting these details the room availability must be checked.

(3). **Confirming the reservation:** If the request type and location of the room in available, the same should be confirmed and the confirmation member should be conveyed to the client. If the desired room in is not available on a particular date, alternate room or date can be suggested to the client.

(4). **Guaranteeing the reservation:** For guaranteeing the reservation few hotels take advance deposit/ credit card or clients address or the reservation can be held till 6pm in the absence of any type of guarantee and after 6pm if the client fails to check-in, the reservation in automatically cancelled.

(5). **Amendment / Cancellation:** Sometimes the client may like to change reservation to another day / date or if a request for cancellation is received, the necessary

amendment should be made. It is the responsibility of the sales department to follow up on the status of reservation, monitoring and collecting deposits and managing room blocks. The reservation documentation including the accurate information and details is important. The reservation forms collect information like name, address, arrival and departure dates, telephone numbers, method of payment etc. Till computerisation of the reservations the use of rack slips was in vogue. The main aim of the reservation is to maintain the higher occupancy rate without turning away the clients. For this purpose, a certain percentage of over booking might be necessary. With experience it is possible to determine accurately the percentage of over booking to be done and have healthy occupancy rate.

When reservations are automated, the reservationist enters all the client information into the computer using a fill-in screen instead of writing it on the form. The data of a particular guest is called a guest record. Each item of information, like the guest's name, address, telephone number etc is stored in different fields. This guest record is saved in the computer, which can later be retrieved at the time of the client's check-in or if any amendments have to be made. The reservation process is followed by the guest's arrival, followed by check in procedures. The registration of the client completes the entire process. The next step is to determine the mode of payment.

Using computerised software like Front office Management System (FOMS) or Hotel Management System (HMS) or Property Management System (PMS), the student must get a hands-on experience in handling the following tasks:

- ❖ Room reservations, amendments and cancellations
- ❖ Receiving of Advance at different stages
- ❖ Registration/ check-in
- ❖ Filling of C-form information
- ❖ Shifting of rooms
- ❖ Payment to guest or on behalf of guest through Visitors paid out
- ❖ Transaction entry in Guest Account
- ❖ Guest Check-out
- ❖ Guest Billing, different modes
- ❖ Settlement of bill, different methods
- ❖ Guest History-maintenance, reports
- ❖ Company rates
- ❖ Foreign Exchange handling

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Also refer to related practical exercises in the 1st year Hospitality Service - Practical Manual.
