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FOR CBSE SECONDARY EXAM PREPARATION

CBSE Secondary 2027 Syllabus · Front Office Operations

EXAM	YEAR	TYPE	SUBJECT
CBSE Secondary	2027	Syllabus	Front Office Operations

CBSE | DEPARTMENT OF SKILL EDUCATION

CURRICULUM FOR SESSION 2026-2027

FRONT OFFICE OPERATIONS (SUBJECT CODE - 410)

JOB ROLE: FRONT OFFICE EXECUTIVE

CLASS – IX

INTRODUCTION:

The Hospitality industry is a broad category of fields within the service industry that includes lodging, event planning, theme parks, transportation, cruise line and additional fields within the tourism industry. The hospitality industry is a several billion dollar industry that mostly depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or even an amusement park consists of multiple groups such as facility maintenance, direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, and human resources etc.).

This course is an overview of the management practices utilized to direct, operate and control front office. This course will teach practical knowledge of appropriate service behaviors for a variety of guest types, understand the concept and techniques of good service and demonstrate the skills acquired and capacity and demonstrate various service techniques.

COURSE OBJECTIVES:

1. To develop interest and attitudes in hospitality industry.
2. To develop sufficient trained manpower for Hotels, Motels, Restaurants, Railway Catering Services, Flight Catering Services etc.
3. To assist in the tourism development programmes.
4. To develop necessary employability skills in the students.
5. To develop entrepreneurship.

CURRICULUM:

This course is a planned sequence of instructions consisting of Units meant for developing employability and Skills competencies of students of Class IX and X opting for Skills subject along with other subjects.

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FRONT OFFICE OPERATIONS (SUBJECT CODE - 410)

CLASS – IX (SESSION 2026-2027)

Total Marks: 100 (Theory-50 + Practical-50)

	Units	No. of Hours for Theory and Practical		Max. Marks for Theory and Practical
Part A	**Employability Skills**			
	Unit 1: Communication Skills-I	10		2
	Unit 2: Self-management Skills-I	10		2
	Unit 3: Information and Communication Technology Skills-I	10		2
	Unit 4: Entrepreneurial Skills-I	15		2
	Unit 5: Green Skills-I	05		2
	Total	**50**		**10**
Part B	**Subject Specific Skill**	**Theory**	**Practical**	
	Unit1: Introduction to Tourism	12	-	06
	Unit 2: Major Tourist Destinations of India	20	10	06
	Unit 3: Impacts of Tourism	20	10	08
	Unit 4: Hotels	24	15	10
	Unit 5: Classification of Hotels	24	15	10
	Total	**100**	**50**	**40**
Part C	**Practical Work**			
	Practical Examination	--		15
	Written Test	--		10
	Viva Voce	--		10
	Total	--		**35**
Part D	**Project Work/Field Visit**			
	Practical File/Student Portfolio	--		10
	Viva Voce			05
	Total	--		**15**
	Grand Total	**200**		**100**

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DETAILED CURRICULUM/ TOPICS:

Part-A: EMPLOYABILITY SKILLS

S. No.	Units	Duration in Hours
1.	Unit 1: Communication Skills-I	10
2.	Unit 2: Self-management Skills-I	10
3.	Unit 3: Basic Information and Communication Technology Skills-I	10
4.	Unit 4: Entrepreneurial Skills-I	15
5.	Unit 5: Green Skills-I	05
	TOTAL	**50**

NOTE: **Detailed Curriculum/ Topics to be covered under Part A: Employability Skills can be downloaded from CBSE website**.

Part-B – SUBJECT SPECIFIC SKILLS

S. No.	Units	Sub-Topics	Practical
1	**Introduction to Tourism**	• Definition • Importance • Classification • Components of Tourism Industry	• Modes of transport used in tourism • Reasons of travelling
2	**Major Tourist Destinations of India**	• Beaches • Hill stations • Wild life • Forts and Palaces • Temples and other religious places	• Any 10 tourist places of India • Visits as per the location
3	**Impacts of Tourism**	• Environmental • Economical • Social • Cultural	• Advantages & Disadvantages of Tourism • Festivals of India • Folk dances of India
4	**Hotels**	• Introduction to Hospitality industry • History and evolution of hotel industry • Major hotel chains of India • Major International hotel chains	• Collect logos of any 10 hotels in India • Develop a list of the founders of Indian & International hotels
5	**Classification of Hotels**	• Size • Location and clientele • Supplementary accommodation	• Prepare a list of any 5 hotels of your state & mention the number of rooms available in them • Collect brochures of various hotels • Collect leaflets of state tourism organizations & tourist destinations of your state

TEACHING ACTIVITIES

The teaching and training activities have to be conducted in classroom, laboratory/ workshops and field visits. Students should be taken to field visits for interaction with experts and to expose them to the various tools, equipment, materials, procedures and operations in the workplace. Special emphasis should be laid on the occupational safety, health and hygiene during the training and field visits.

CLASSROOM ACTIVITIES

Classroom activities are an integral part of this course and interactive lecture sessions, followed by discussions should be conducted by trained teachers. Teachers should make effective use of a variety of instructional or teaching aids, such as audio-video materials, colour slides, charts, diagrams, models, exhibits, hand-outs, online teaching materials, etc. to transmit knowledge and impart training to the students.

PRACTICAL WORK IN LABORATORY/WORKSHOP

Practical work may include but not limited to hands-on-training, simulated training, role play, case based studies, exercises, etc. Equipment and supplies should be provided to enhance hands-on learning experience of students. Only trained personnel should teach specialized techniques. A training plan that reflects tools, equipment, materials, skills and activities to be performed by the students should be submitted by the teacher to the Head of the Institution.

SKILL ASSESSMENT (PRACTICAL)

Assessment of skills by the students should be done by the assessors/examiners on the basis of practical demonstration of skills by the candidate, Practical examination allows candidates to demonstrate that they have the knowledge and understanding of performing a task. This will include hands-on practical exam and viva voce. For practical, there should be a team of evaluators. The same team of examiners will conduct the viva voce.

Project Work (individual or group project) is a great way to assess the practical skills on a certain time period or timeline. Project work should be given on the basis of the capability of the individual to perform the tasks or activities involved in the project. Projects should be discussed in the class and the teacher should periodically monitor the progress of the project and provide feedback for improvement and innovation. Field visits should be organised as part of the project work. Field visits can be followed by a small-group work/project work. When the class returns from the field visit, each group might be asked to use the information that they have gathered to prepare presentations or reports of their observations. Project work should be assessed on the basis of practical file or student portfolio.

Student Portfolio is a compilation of documents that supports the candidate's claim of competence. Documents may include reports, articles, photos of products prepared by students in relation to the unit of competency.

Viva voce allows candidates to demonstrate communication skills and content knowledge. Audio or video recording can be done at the time of viva voce. The number of external examiners would be decided as per the existing norms of the Board and these norms should be suitably adopted/adapted as per the specific requirements of the subject. Viva voce should also be conducted to obtain feedback on the student's experiences and learning during the project work/field visits.

ORGANISATION OF FIELD VISITS/ EDUCATIONAL TOURS

In field visits, children will go outside the classroom to obtain specific information from experts or to make observations of the activities. A checklist of observations to be made by the students during the field visits should be developed by the teachers for systematic collection of information by the students on the various aspects. Principals and teachers should identify the different opportunities for field visits within a short distance from the school and make necessary arrangements for the visits. At least three field visits should be conducted in a year.

LIST OF EQUIPMENT/ MATERIALS:

The list given below is suggestive and an exhaustive list should be compiled by the teacher(s) teaching the subject. Only basic tools, equipment and accessories should be procured by the Institution so that the routine tasks can be performed by the students regularly for practice and acquiring adequate practical experience.

1. Lobby Desk
2. Computer with Internet Facility
3. Printer
4. Property Management System
5. Foreign Currency Exchange Board
6. Credit Card Imprinter / EDC Machine
7. Luggage Rack
8. Luggage Trolley
9. Key Rack
10. Message Rack
11. Information Rack
12. Bell Desk
13. Reception Counter
14. Projector
15. Pen
16. Pencil
17. Ruler
18. Register
19. Note Pads
20. Sketch Pens
21. Charts