

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার
মহাপরিচালকের কার্যালয়
যুব উন্নয়ন অধিদপ্তর
যুব ভবন
১০৮, মতিঝিল বা/এ, ঢাকা-১০০০
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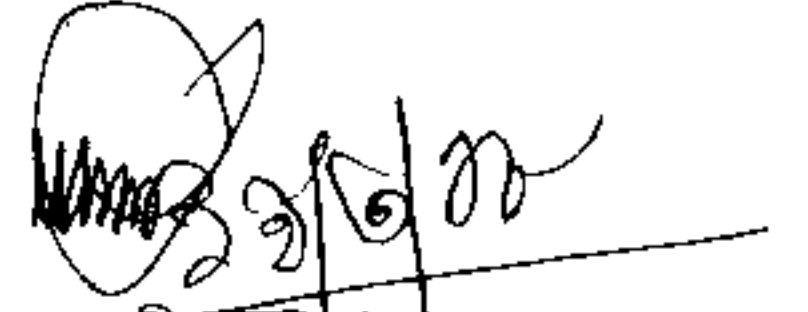
স্মারক নং-৩৪.০১.০০০০.০২২.৩১৫.১৮- ১১৬৪

তারিখ : ২৯/৩/২০১৬

বিষয় : “ফ্রন্ট ডেস্ক ম্যানেজমেন্ট” বিষয়ক প্রশিক্ষণ কোর্সের কারিকুলাম প্রেরণ প্রসঙ্গে।

উপর্যুক্ত বিষয়ের প্রেক্ষিতে জানানো যাচ্ছে যে, যুব উন্নয়ন অধিদপ্তরের ঢাকা, চট্টগ্রাম, বগুড়া, রাঙ্গামাটি ও সিলেট জেলা কার্যালয়ের আওতায় চলমান অর্থবছরে “ফ্রন্ট ডেস্ক ম্যানেজমেন্ট” বিষয়ক প্রশিক্ষণ কোর্স পরিচালনার জন্য ইতোমধ্যে বরাদ্দ প্রেরণ করা হয়েছে। কোর্সটি শুরু করাসহ সুষ্ঠুভাবে পরিচালনার জন্য কোর্স কারিকুলাম এতদসঙ্গে প্রেরণ করা হলো।

সংযুক্ত বর্ণনামতে : ----- পাতা।



(মোঃ জামসীর আলম)
পরিচালক(প্রশিক্ষণ)
ফোনঃ ০২-৯৫৫৩২৮৮।

প্রাপক

উপ-পরিচালক
যুব উন্নয়ন অধিদপ্তর
ঢাকা, চট্টগ্রাম, বগুড়া, রাঙ্গামাটি ও সিলেট জেলা।

অনুলিপি বিতরণ :

- ০১। প্রোগ্রামার, যুব উন্নয়ন অধিদপ্তর, ঢাকা। তাঁকে পত্রটি ওয়েব সাইটে প্রকাশের প্রয়োজনীয় ব্যবস্থা গ্রহণের জন্য অনুরোধ করা হলো।
- ০২। মহাপরিচালকের ব্যক্তিগত সহকারী, যুব উন্নয়ন অধিদপ্তর, ঢাকা। মহাপরিচালক মহোদয়ের সদয় অবগতির জন্য।
- ০৩। অফিস কপি।

Course Title : “Front Desk Management”

Duration : 03 months

Training Curriculum



Department of Youth Development

Ministry of Youth & Sports

108, Motijheel C/A

Dhaka-1000.

Website: www.dyd.gov.bd

প্রস্তুতকরণ : ২০১৮

Course Information

Course Title	:	“Front Desk Management”
Duration	:	3 Months
Course Outline	:	Field Visit & Attachment
Participant	:	Unemployed Youth of 18-35 age
Number of Participant	:	30 Persons
Selection Procedure	:	Advertisement in National News Paper then selection of trainees by selection Committee at Zilla & Upazilla
Nature of Training	:	Non-Residential
Total working day	:	Tentative 66days (Except Weekly & National holydays)
Total number of session	:	198 Hour (66days×3 Hour Per day) a) Theoretical : 40 (20%) b) Practical : 158 (80%)
Educational Background	:	Minimum SSC
Course Fee	:	Free
Facilitator	:	Subject related resource person/Training team of DYD. Airlines Staff, Embassy Personnel, Travel & Tour Agency’s Staff
Training Method	:	Theoretical, Practical, Presentation, Audio Visual, Internet & Field Visit
Assessment	:	Pre-evaluation, Post-Evaluation & Certificate (grading system) award
Assessment Number	:	1000 (Theoretical-200, Practical-800, Spoken English-200,)
Working Area	:	
Employment Opportunities	:	Hotel, Motels, Guest-Houses, Resorts, Tourist-Homes, Vacation-Homes, Tourist Information Centers, Airline Companies, Railways, Water Transport Companies, Surface Transport Companies, Corporate Companies, Trading Houses, Govt. and Semi-govt. Offices, Hospitals, Clinics, Educational Institutions and many more.

Course Title: “Front Desk Management”

Module	Content	Hour	
		Theoretical	Practical
Module-1	Introduction		
	1.1 Introduction of participants and trainer (Ice breaking). (Practical)		3
	1.2 Introduction of course and its contents. (Theoretical)	3	
	1.3 Question/ Answers. (Practical)		3
Module-2	Tourism Knowledge		
	2.1 What is tourism, Components of tourism industry (Theoretical)	3	
	2.2 Knowledge about accommodation facilities (Hotel, Motel, Guest House etc.) (Theoretical)	3	
	2.3 Who are tourists, What is tourism product. (Theoretical)	3	
Module-3	Receive and Respond, Participate and Lead to workplace communication:		
	3.1 a) Explain & follow routinely speaking & messages in a workplaces. (Theoretical)	3	
	3.2 b) Follow routinely Speaking & messages. (Practical)		2
	3.3 c) Perform work duties following written notices. (Practical)		3
Module-4	Work with others, Team Environment and Lead small Teams:		
	4.1 a) Develop effective workplace relationship. (Practical)		2
	4.2 b) Contribute to work group activities. (Practical)		3
Module-5	Demonstrate work values, Practice career professionalism and Develop & practice Negotiation skills:		
	a) Define the purpose of works(Theoretical)	3	
	b) Apply work values/ethics. (Theoretical)	3	
	c) Deal with ethical problems. (Practical)		2
	d) Maintain integrity of conduct in the workplace. (Theoretical)	3	
Module-6	Personal Manner:		
	6.1 a) Show good Manners (Practical)		3
	6.2 b) Respect honorable person (Sir, Senior, Trainees). (Practical)		2
	6.3 c) Cooperate & Thinking to each and other about practical works. (Practical)		3

Module	Content	Hour	
		Theoretical	Practical
	6.4 d) Maintain sequence in practical works. (Practical)		3
	4.5 e) Own Responsibility & Duties of practical works (Practical).		2
	4.6 Observation of all practical works. (Practical)		3
Module-7	Using of Communication Tools:		
	7.1 Using and cleaning of telephone system (Practical)		2
	7.2 Facsimile and Computer. (Practical)		3
Module-8	Hotel markets:		
	8.1 Identification of target market (Theoretical)	3	
	8.2 Buildings customer profile (Practical)		3
	8.3 Market segments and customers need. (Practical)		2
Module-9	Checking-in Process:		
	9.1 Room selling procedure (Practical)		3
	9.2 Registration (Practical)		2
	9.3 Accompanying guests to room (Practical)		3
Module-10	Room Key Control:		
	10.1 Key System(Theoretical)	3	
	10.2 Issuing room keys and controlling room keys (Practical)		2
Module-11	Using public address system:		
	11.1 What is public address system (Practical)		2
	11.2 Making announcements. (Practical)		3
Module-12	Safe Custody of Valuables:		3
	12.1 Introduction (Practical)		2
	12.2 System of safe custody (Practical)		3
	12.3 Dealing with lost property. (Practical)		
Module-13	Check-out Process:		
	13.1 Organizing check out (Practical)		2
	13.2 Individual Check outs (Practical)		3
	13.3 Group Check outs (Practical)		2
	13.4 Guest Bills (Practical)		3
Module-14	Arranging Guest Departure:		
	14.1 Transport arrangement (Practical)		3
	14.2 Thanking the guest (Practical)		3
	14.3 Soliciting guest comments (Practical)		3
Module-15	Handling Mail and Messages:		
	15.1 Types of mail and messages. (Practical)		2
	15.2 Procedure for handling mail and messages. (Practical)		3
Module-16	Dealing with Guest Inquiries:		
	16.1 Types of inquiry (Theoretical)		
	16.2 Dealing with a guest inquiry (Practical)		2

Module	Content	Hour	
		Theoretical	Practical
Module-17	16.3 Dealing with emergencies. (Practical)		3
	Hygiene and First Aid:		
	17.1 Personal hygiene habits (Practical)		3
Module-18	17.2 Personal hygiene code for staff (Theoretical)	3	
	17.3 Basic first aid techniques. (Practical)		2
	Customer Care:		
	18.1 The concept of hospitality and service (Theoretical)	3	
	18.2 Customer care (Practical)		3
Module-19	18.3 Providing Quality service (Practical)		3
	18.4 Meeting different needs. (Practical)		2
	Complaint Handling:		
	19.1 Causes of complaints (Theoretical)	4	
	19.2 Complaints procedure (Practical)		3
	19.3 Dealing with difficult customers (Practical)		2
	19.4 Recording complaints (Practical)		3
	19.5 Accepting complaints. (Practical)		3
	Total	40	120
	Field Visit (Hotel)		8
Communicative English		30	
Total	40+120+8+30	198	
Attachment (Hotel in 7 days, Weekly Holiday)			

Content of Communicative English

No. of session	Topics- Conversational Situation	Hours
1	Spoken English – Information about geographic situation	1
2	Spoken English - Information about climatic situation	1
3	Spoken English - Information about Agricultural situation	1
4	Spoken English - Information about forestry	1
5	Spoken English - Kinds of tribal.	1
6	Spoken English - Kinds of familiarity.	1
7	Spoken English - Introduction heritage of the region.(Traditional utensils)	1
8	Spoken English - Introduction heritage of the region.(Tradition)	1
9	Spoken English - Introduction heritage of the region.(Music)	1
10	Spoken English – practice day	1
11	Spoken English - Introduction heritage of the region. (Dance)	1
12	Spoken English - Introduction heritage of the region. (Dance)	1
13	Spoken English - Introduction heritage of the region. (Literature)	1
14	Spoken English - Introduction heritage of the region. (Literature)	1
15	Spoken English - Arrange/ information about vehicle.	1
16	Spoken English - Arrange/ information about vehicle.	1
17	Spoken English - Information about hotels.	1
18	Spoken English - Information about hotels.	1
19	Spoken English - Information for special food item/menu of tourist.	1
20	Spoken English – practice day	1
21	Spoken English - Information for special food item/menu of tourist.	1
22	Spoken English - Information about proper shopping place.	1
23	Spoken English - Information about proper shopping place.	1
24	Spoken English - Presentation of commentary	1
25	Spoken English - Presentation of commentary	1
26	Spoken English - Presentation of commentary	1
27	Spoken English – Presentation of commentary & practice	4

EQUIPMENT LIST :

- a. PABX System
- b. Telephone Extension Connections
- c. Facsimile
- d. Desk Top Computer
- e. Computer Accessories
- f. Credit Card Charger
- g. Cash Register
- h. Photocopier
- i. Directories
- j. Files
- k. Stationeries

BOOK REFERENCE:

01. Front Office Text Book-South Asia Integrated Tourism Human Resource Development Program.
02. A Text Book of Tourism-B.K. Goaswami, G.
03. The Receptionist-Atkains , Hazel
04. Hotel Front Office-Braham Bruee.