

## Modules of PMS -2



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## Reporting Module

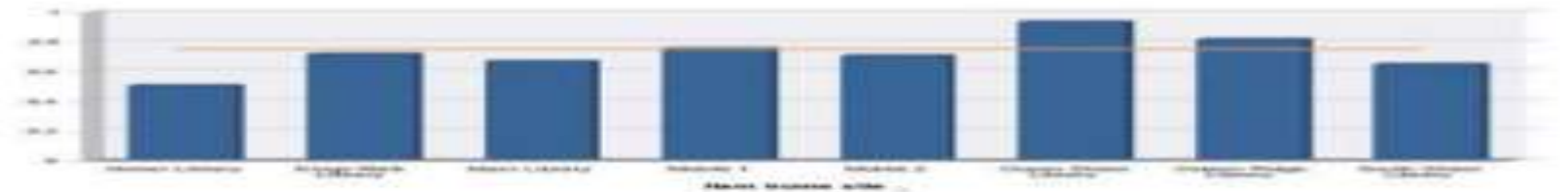
- Provides multiple ready-to-use formats
- Retrieve operating or financial information (arrival\departure list, room position, folio balances, total accounts receivable etc.)
- Restrict access to reports using filters and user access system



U N I V E R S I T Y

## Back Office Module

- Manage financial & operational statistics
- Auto up-date entire PMS modules with single entry in back-office module.
- Simplifies accounting process
- Linked to Night Audit module





## Set-Up Module II

- Define extension no. of room telephones
- Support local language display of message prompt\screen text
- Create list of room features
- Customize reservation calendar (imp. Dates)
- Set purge time limit for folio\profiles
- Assign codes to guest requests (chargeable or complimentary)
- Create inventory of all service items
- Standard & custom HK codes
- Configure printers and custom report routing

# References

- **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—  
Core Textbook, Students & Faculty to follow this book.**
- Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill
- Managing front office Operations by Michale L Kasavana (AHLEI - Books)
- Front Office Operations and Management by Ismail Ahmed ( Cengage Earning)
- Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)



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# School of Hospitality

Course Code : BSCH3003

Course Name Front Office Management



Name of the Faculty: Jyoti

Program Name: BSChm/BHM