

Programme Name	Certificate IV in Front Office Operations
Programme Description	This programme will equip students with the basic and important knowledge of the Hospitality and Tourism sector of Fiji including the Hotels, Motels, Tour operators, Airlines and Travel Agents
Majors	Front Office Operations
Minimum Requirements	Pass in year 12
Programme Type	Certificate

College of Business, Hospitality & Tourism Studies			
CERTIFICATE IV			
FRONT OFFICE OPERATIONS			
Program Structure - with effect from 01 January, 2017			
	Unit Code	UNIT TITLE	CP
CORE UNITS			
1	CIN302	Computer Skills	16
2	ACO301	Basic Hospitality Operations	12
3	FOF401	Front Office Procedures I	12
4	FOF403	Front Office software operations	12
5	FOF404	Hotel Reservations I	12
6	ACC301	Introduction to Accounting	12
7	FOF504	Hotel Reservations II	12
8	ACO501	Accommodation Sales & Marketing	12
9	FOF502	Front Office Supervisory Skills II	12
10	FOF501	Front Office Procedures II	12
	COM501	Communication Skills & Studies	10
		Directed Industrial Attachment (2 Semesters)	
		Directed Industrial Attachment (3 months)	
Total Credit Points			134