

SYLLABUS	QMS DOCUMENT SWS	DOC No: SWS/EDU/SYL/10/Front Office Page No: 01 / 01
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Front Office Syllabus for Class 10 (2018 - 2019)

Theory

- UNIT 1: Communication
- UNIT 2: General Awareness
- UNIT 3: Grooming and Hygiene
- UNIT 4: Qualities of front office staff
- UNIT 5: Front office
- UNIT 6: Role of computers

PRACTICAL WORK Marks

PRACTICAL EXAMINATION

WRITTEN TEST

VIVA VOCE

PROJECT WORK/FIELD VISIT PRACTICAL FILE/

STUDENT PORTFOLIO

VIVA VOCE

Date of Release 15/03/2018	Rev No: 00	Prepared by Ms. Margaret Subject Educator (NSD)	Verified by Ms. Veronica Wing Head (NSD)	Approved by: Mr. Abhay Mathur / Mr. Deepak Khaitan Principal / Director (NSD)
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