FRONT OFFICE EQUIPMENT(NON AUTOMATED ,SEMI AUTOMATED AND AUTOMATED

NON AUTOMATED EQUIPMENTS

1.Room Rack: It is an array of metal file pockets designed to hold room rack slips (registration records) that display guest and room status information. One glance at the room rack will immediately inform front desk agent of the occupancy and housekeeping status of all rooms. Front desk agent normally use this information to match available rooms with guest needs during the registration process.

2. Key Rack: It is an array of numbered compartments used to store guest room keys.

3.Reservation Rack: A series of pigeonholes where cards are put to show which room have been booked.

4. Information Rack: It normally consist of aluminium slots designed to hold guest information slips which consist of guest name and room number. It is use to assist front office employees with proper routing of telephones calls and mails.

5. Folio Tray: It is a bucket where the guest folio are stored and arranged by guest room number. Ones these accounts are settled, the folio are moved to permanent storage location.

6. **Voucher Rack:** It is a container storing vouchers for future reference and verifications during the night audit.

SEMI AUTOMATED EQUIPMENTS

1. Telephone Equipments: It consist of call accounting system, automatic call dispensing, fax machine ,call detection and wake up calls.

2. Credit Card Imprinters: Imprinters presses a credit card voucher against a guest credit card.

3. Magnetic Strip Reader: It reads data magnetically encoded and stored on the magnetic tape strip on credit card.

4.**Cash Register:** is a mechanical or electronic device for registering and calculating transactions. It is usually attached to a drawer for storing cash and other valuables. The cash register is also usually attached to a printer, that can print out receipts for record keeping purposes.

AUTOMATED EQUIPMENTS

1. Security Monitor: CCTV camera for security personnel to monitor certain areas of hotel.

2.Multizone Clocks: Indicators of the time at different time zones across world.

3.Computers: Computers are the greatest innovation of the mankind. It is the front office personnel most useful equipments. It helps in typing of mails, printing receipts ,letters, surfing net. It also helps in storing information regarding guest.

4.EDC: Electronic Data Cash Register helps in validating or scrutinize the authenticity of the credit card given by the guest in time of check in and check out.

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