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करियर शीट · CAREER SHEET

फ्रंट ऑफिस एसोसिएट

A Front Office Associate is the face of a hotel's front desk or reception — welcoming guests, registering and allotting rooms at check-in, handling phone calls, emails and enquiries, and preparing bills and collecting payment at...



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Principal, GSSS Jethantri · Master Trainer



श्री चेनाराम चौधरी

प्रधानाचार्य, डाइट बाड़मेर
Principal, DIET Barmer



श्रीमती संघमित्रा

वरिष्ठ व्याख्याता, डाइट बाड़मेर (सहयोग)
Sr. Lecturer, DIET Barmer (Support)



भरत चौधरी

अभिकल्पना व विकास · व्याख्याता (इतिहास)
Designed & developed · Lecturer (History)

विशेष धन्यवाद · SPECIAL THANKS



सुरेन्द्र सिंह राठौड़

व्याख्याता (इतिहास) · रा.उ.मा.वि. कानाना



सुरेश कुमार सैन

व्याख्याता (भूगोल) · रा.उ.मा.वि. रामसीन मूंगड़ा



वनिता कुमारी

व्याख्याता (इतिहास) · रा.उ.मा.वि. रामसीन मूंगड़ा



कमलेश चौधरी

व्याख्याता (राजनीति विज्ञान) · रा.उ.मा.वि. टापरा

करियर मार्गदर्शन कार्यशाला, डाइट बाड़मेर (14-17 जुलाई 2026) में विकसित व लोकार्पित
Developed & unveiled at the Career Guidance Workshop, DIET Barmer (14-17 July 2026)

यह एक स्वतंत्र परियोजना है, जो सरकार की आधिकारिक करियर-मार्गदर्शन सामग्री पर आधारित है। · An independent project based on the Government's official career-guidance content.

1 About this career

A Front Office Associate is the face of a hotel's front desk or reception — welcoming guests, registering and allotting rooms at check-in, handling phone calls, emails and enquiries, and preparing bills and collecting payment at check-out. They keep records of room status (which are vacant, booked or reserved) and look after every guest's comfort. In India's fast-growing tourism and hospitality industry — especially in a tourism-heavy state like Rajasthan — it is a respected, upwardly-mobile career where good communication and a warm smile are your biggest assets.

2 At a glance

Minimum qualification	Class 12 pass + age 18 (NSQF Level 4)
Course duration	6 months to 3 years (certificate/diploma/degree)
Starting salary	₹12,000–18,000/month
Work mode	Full-time shift job at a hotel front desk

3 What you need

INTERESTS

- Enjoy meeting, talking to and helping people
- Like staying organised and managing records and bookings
- Interest in tourism, hotels and the hospitality world

ABILITIES

- Good communication skills and a confident manner
- Physical stamina to stay on your feet for long hours and serve with a smile
- Handling difficult situations and complaints calmly

KEY SKILLS

- Excellent communication and guest-handling skills
- Using hotel Property Management Software (PMS) such as Opera/IDS
- Billing, cash handling and basic computer/MS Office
- Telephone etiquette and handling email/correspondence
- Fluency in Hindi, English and preferably a foreign language
- Check-in/check-out, room allotment and reservation management
- Etiquette, grooming and complaint resolution

4 How to get there

- 1 Complete Class 12 and reach the age of 18 (any stream).
- 2 Enrol in the NSQF Level 4 Front Office Associate certificate course at an NSDC/THSC centre.
- 3 For better opportunities, do a diploma or degree in Front Office Operations/Hotel Management from IHM Jaipur or a Food Craft Institute.
- 4 Practise PMS software, spoken English, grooming and guest-service.
- 5 Gain at least 1 year's experience as a Front Office Trainee in a hotel (this is preferred).
- 6 In Rajasthan, RSLDC/PMKVY centres also offer free training and placement support.

MAIN EXAMS

- NCHMCT JEE (for entry into hotel management degree/diploma, optional)

5 Where to study**GOVERNMENT INSTITUTES**

- इंस्टीट्यूट ऑफ होटल मैनेजमेंट (IHM), जयपुर — Jaipur, Rajasthan (<https://ihmjaipur.com/>)
- एनसीएचएमसीटी - राष्ट्रीय होटल प्रबंधन परिषद — Jaipur centre / All-India (<https://nchm.gov.in/node/369>)
- राजस्थान कौशल एवं आजीविका विकास निगम (RSLDC) — Jaipur, Rajasthan (<https://livelihoods.rajasthan.gov.in/rsldc/>)
- एनआईओएस व्यावसायिक प्रशिक्षण केंद्र — Online / locate nearest centre (<https://voc.nios.ac.in/registration/locate-study-centre>)

PRIVATE INSTITUTES

- आईएचएम जयपुर - फ्रंट ऑफिस ऑपरेशन डिप्लोमा (जानकारी) — Jaipur, Rajasthan (<https://www.careers360.com/colleges/institute-of-hotel-management-catering-technology-and-applied-nutrition-jaipur/diploma-in-front-office-operations-course>)
- टूरिज़्म एंड हॉस्पिटैलिटी स्किल काउंसिल (THSC) - अधिकृत प्रशिक्षण भागीदार — Centres across Rajasthan (<https://thsc.in/>)

ONLINE

- स्किल इंडिया डिजिटल हब — Online (<https://www.skillindiadigital.gov.in/>)
- एनएसडीसी - प्रशिक्षण केंद्र खोजें — Online (<https://www.nsdcindia.org/find-nsdc-training-centre>)

FEES

Under government schemes (NSDC/THSC/RSLDC/PMKVY) the Front Office Associate certificate course is usually free or very low-cost. Diploma/degree courses at IHM Jaipur can cost roughly ₹40,000–1,20,000 per year, while private hotel-management institutes may charge more.

SCHOLARSHIPS

- राष्ट्रीय छात्रवृत्ति पोर्टल (NSP) (<https://scholarships.gov.in/fresh/onlineInstituteSearchIndex>)
- Buddy4Study - ITI/Vocational Scholarships (<https://www.buddy4study.com/article/iti-scholarships>)
- SJE Rajasthan Scholarships (<https://sje.rajasthan.gov.in/>)

6 What the work is like

WHERE YOU WORK

Hotels, resorts, heritage properties, guest houses, service apartments, restaurants and cafes — especially in tourist hubs like Jaipur, Udaipur, Jodhpur and Jaisalmer.

WORK CULTURE

Typically 6 days a week, 8–12 hours a day; night/morning shift duty and overtime are common. Work is mainly standing at an air-conditioned reception, with a smart uniform and grooming required. It gets busier during the tourist season.

WHO HIRES

- Luxury hotel groups like Taj (IHCL) and Oberoi
- International hotel brands like Marriott, Hyatt and Radisson
- ITC Hotels and Lemon Tree Hotels
- Heritage and palace hotels and resorts of Rajasthan

- Budget hotel chains, companies like OYO and service apartments
- Resorts, cruises, hospital front desks and corporate receptions

DEMAND (2026)

India's tourism and hospitality industry is growing fast, and Rajasthan is one of the country's largest tourist states, drawing millions of Indian and foreign visitors every year. As new hotels, resorts and heritage properties open, demand for trained front-office staff stays strong. Those with good English and PMS-software skills have plenty of room to grow.

7 Career growth

- 1 Front Office Associate
- 2 Front Office Executive
- 3 Duty Manager
- 4 Front Office Manager

EARNINGS

Starting	₹12,000–18,000/माह
Mid level	₹20,000–35,000/माह
Senior level	₹40,000–70,000+/माह

Per Glassdoor (2026), a Front Office Associate earns about ₹15,000/month on average, with a starting range of ₹12,000–18,000/month. With experience, becoming a Front Office Executive or Duty Manager raises pay to around ₹35,000/month, and a Front Office Manager can earn ₹40,000–70,000+/month. At luxury hotels, tips, incentives and free meals/accommodation add to total earnings.

8 The good parts · The challenges

The good parts

- Respected, air-conditioned, upwardly-mobile work in the growing tourism industry
- Chance to meet people from India and abroad and sharpen language skills
- A clear path to grow into Front Office Manager and even General Manager

The challenges

- Night shifts, long duty during festivals/season and standing for hours
- Pressure of patiently handling difficult or upset guests
- Limited starting pay; growth needs experience and good English

9 Real-life journeys

Rai Bahadur Mohan Singh Oberoi

Founder of The Oberoi Group; rose from front desk clerk to India's pioneering hotelier

Mohan Singh Oberoi began his hotel career as a front desk clerk at the famous Cecil Hotel in Shimla, earning just ₹50 a month. His hard work, honesty and way with guests at the reception so impressed the hotel manager that he was steadily promoted. In 1934 he bought Clarkes Hotel by mortgaging his wife's jewellery, founding The Oberoi Group. He went on to take over the Grand Hotel in Kolkata and Associated Hotels of India, becoming the head of the country's largest hotel chain. His story shows that even starting at the front desk, skill and dedication can carry you to the very top.

EIH Limited (The Oberoi Group) · <https://www.eihltd.com/about/our-founder/>

Priyanka Bhatt Arora

General Manager, Lemon Tree Premier, City Centre, Gurugram

Priyanka Bhatt Arora started her hospitality career in the front office at Le Meridien, New Delhi. Over two decades she moved through roles such as Club Floor Manager, Duty Manager, Senior Duty Manager, Assistant Front Office Manager, Front Office Manager and Accommodation Manager, becoming General Manager of Lemon Tree Premier, Gurugram in August 2022. Her journey shows that by starting as a front office associate, a woman too can rise, step by step, to lead an entire hotel — an inspiration for every girl who wants a career in hospitality.

Hotelier India · <https://www.hotelierindia.com/leadership/women-power/the-trailblazers-presenting-indias-top-women-hotel-general-managers>

10 Sources & further reading

1. Rajasthan Career Guidance – Front Office Associate — <https://cg.rajasthan.gov.in/careerguidance/hi/career/%e0%a4%ab%e0%a5%8d%e0%a4%b0%e0%a4%82%e0%a4%9f-%e0%a4%91%e0%a4%ab%e0%a4%bf%e0%a4%b8-%e0%a4%8f%e0%a4%b8%e0%a5%8b%e0%a4%b8%e0%a4%bf%e0%a4%8f%e0%a4%9f/>

2. Institute of Hotel Management, Jaipur — <https://ihmjaipur.com/>
3. NCHMCT – National Council for Hotel Management — <https://nchm.gov.in/>
4. Glassdoor – Front Office Associate Salary (India) — https://www.glassdoor.co.in/Salaries/india-front-office-associate-salary-SRCH_IL_0,5_IN115_KO6,28.htm
5. Indeed – Front Office Manager Salary (India) — <https://in.indeed.com/career/front-office-manager/salaries>

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