

GUJARAT TECHNOLOGICAL UNIVERSITY

Hotel Management & Catering Technology

B.E. – SEMESTER VI

Subject Name: Room Division Management - I

Subject Code: 163302

Sr. No.	Course Content	Weightage	Hrs.
1.	Introduction to Hotel Management Accommodation Sector Historical Overview of the hotel Industry Hotel Classification system & types Products and characteristics Overview of Room Division Management Trends that foster growth & employment in hotel industry Hotel Organization, Front Office Department, Recruitment Duties of Front Office Manager & inter-department coordination	10%	06
2.	Ecotourism, Ecotels & Green Certification Concept, Definition, History of Ecotourism & Ecotels Five globes of Ecotels, Classification Procedure Green Palm Certification , Advantages of green certification Name and chain of Ecotels Design of Ecotourism facilities, Policy of Government in regards to ecotourism development, Global Trends, Ecotourism spots & Destination in India & World, Sustainable Development	20%	09
3.	Revenue Management & Yield Management Revenue versus yield management ARR Vs Rev PAR Index Yield Advantages ,Room Rate Matrix Applications of Yield Management Strategies and High Demand & Low Demand Tactics Booking horizon, Period Management, Capacity Management ADR versus Rev.PAR	20%	09
4.	Housekeeping Department Layout and equipment Hierarchy, duties and responsibilities Types of Room, Bedding Types Hygiene and sanitation General principles of cleaning Cleaning Agents and stain removal Guest supply items and amenities Energy conservation Methods & ecofriendly concept	10%	09

5.	Interior Decoration and designing Elements of design Floors, floor finishes & Wall Covering Wooden Flooring, Granolithic and Terrazzo Floors Carpet and advantages and care of carpets Lighting , upholstery and soft furnishings, Textiles- classification, qualities, fibers, weft, warp and selvage Types of fabrics & curtains,	20%	09
6.	Managing Operation of Housekeeping Desk Control operation Registers and forms maintained by HK Reports and reporting procedure Personal, environment hygiene, garbage-safe and correct disposal Pest control(Rodent and insect control technique, Rays and cockroaches) Lost and found procedure Inter departmental coordination	10%	09
7.	Linen Room and Laundry Services Types of Linens Layout of Linen and uniform room Features of good linen room Linen issuing system(new for old system, topping up system) Lay out of Laundry and various types of equipment (heavy & light), functions of laundry machines Laundry operation, guests' personal laundry Managing store	10%	09
	TOTAL	100%	60

Room Division Management (Practical)

Sr. No.	Course Contents	Weightage	Hrs
1.	Managing Finance & Yield Management in Front Office	40%	24
2.	Bed Making, Duty Roster, Pest Control	40%	24
3.	Case studies & real guest situation	20%	12
	TOTAL	100%	60

Text Books :-

1. Sudhir Andrews - Text Book of Front Office Operation & Management(8th Edition), Tata Mcgrowhills
2. Sudhir Andrews - Text Book of Housekeeping Operation & Management(8th Edition), Tata Mcgrowhills
3. Hotel Front Office Management - (2003) James A. Bardi, John Wiley & Sons, Inc. Hoboken, New Jersey

References Books:

1. Daniel Foster - Rooms at Inn: Front Office Operation and Administration
2. Grey K. Vallen & J.K. Vallen - Check-in & Check-out