

GUJARAT TECHNOLOGICAL UNIVERSITY

Hotel Management & Catering Technology

B.E. – SEMESTER VII

Subject Name: Room Division Management-II

Subject Code: 173303

Sl. No.	CourseContent	Weightage	Hrs.
1.	Managing finance in front office Common bookkeeping practices performed in front office Forms and vouchers used to process guest charges and payments Accounts ledger and folio Posting of charges and settlement of bills Procedure for transferring guest and city ledgers to A/C receivable Importance of standard operating procedure Budgeting	10%	8
2.	Promotion Mix , Liaison & Sales Techniques Promotion as an element of Marketing Mix Elements of Promotion Mix Sale Promotion & Sales techniques Personal Selling Public Relation Liaison (Internal and External)	10%	8
3.	Security Importance of security department to effective FOM Organisation of security department In-house security versus contract security Hotel law Room key security system Fire safety Emergency communication procedure	5%	4
4.	Training for Hospitality Determining Hospitality qualities Screening for hospitality qualities Developing an orientation programme Developing a training programme Cross-training employees Developing a trainer Practicing empowerment	10%	8
5.	Horticulture and flower arrangement Hierarchy and layout of horticulture department Duties and responsibilities Principles of flower arrangements Styles of flower arrangements Flower & foliage, containers stem holder and other accessories General guidelines and colour schemes	10%	8

6.	Planning and budgeting in House Keeping Prepare duty rosters/work schedule Staffing in various situation Budgeting and its importance Preparation of various Performa/formats Planning trends in housekeeping Planning guest rooms	15%	12
7.	Room Services, First Aid and Fire Safety Types of Room Services Room Amenities and Guest Amenities Bed Making Procedure Mini Bar operation First Aids Procedures(for injury, poisoning, snake bite, burns, cardiac arrest, shock, bleeding, hemorrhage, Asphyxia), first aid box , Types of Fire and Fire Extinguishers , Fire Triangle	15%	12
	TOTAL	100%	60

Room Division Management – II (Practical)

Sr.No.	Course Contents	Weightage	Hrs
1.	Managing finance in Front Office	40%	24
2.	Flower Arrangement, Stain Removal, First Aid	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

Reference Books :-

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