



# GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Bachelor Of Hotel Management And Catering Technology

Level: UG

Branch: Hotel Management & Catering Technology and  
Hospitality and Tourism Administration

Course / Subject Code: BH01000021

Course / Subject Name: Fundamentals of Rooms Division Management-1

w. e. f. Academic Year:	2024-25
Semester:	1
Category of the Course:	Core Course (CC)

<b>Prerequisite:</b>	Basic understanding of the hospitality sector and hotels
<b>Rationale:</b>	Understanding the rooms division in hospitality industry, the rooms division in hotels, the basics of Front Office and Housekeeping with a brief intro into the departments and their functions.

## Course Outcome:

After Completion of the Course, Student will able to:

No	Course Outcomes	RBT Level
01	Understand the organizational structure and functions of the rooms division in hospitality management.	U
02	Understand the interdepartmental relationship between the front office and housekeeping to ensure guest satisfaction.	U
03	Analyze the role of the rooms division in overall hotel operations and its impact on guest experiences.	N
04	Apply effective management techniques within the housekeeping department to maintain high cleanliness standards and staff efficiency.	A
05	Evaluate the effectiveness of communication and coordination strategies among various hotel departments for seamless operations.	E

\*Revised Bloom's Taxonomy (RBT)

## Teaching and Examination Scheme:

Teaching Scheme (in Hours)			Total Credits L+T+ (PR/2)	Assessment Pattern and Marks				Total Marks
L	T	PR		C	Theory		Tutorial / Practical	
			ESE (E)		PA / CA (M)	PA/CA (I)	ESE (V)	
2	0	4	4	70	30	50	0	150



# GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Bachelor Of Hotel Management And Catering Technology

Level: UG

Branch: Hotel Management & Catering Technology and  
Hospitality and Tourism Administration

Course / Subject Code: BH01000021

Course / Subject Name: Fundamentals of Rooms Division Management-1

## Course Content:

Unit No.	Content	No. of Hours	% of Weightage
1.	Module 1: Introduction to Rooms Division in Hospitality 1.1 Overview of Rooms Division in Hospitality (Housekeeping and Front Office) 1.2 Importance of Rooms Division in Hotel Operations 1.3 Basic Organizational Structure 1.4 Inter-departmental Connectedness	05	20%
2.	Module 2: Hotel Classification and Room Types 2.1 Classification of Hotels 2.2 Types of Rooms 2.3 Relationship between Front Office and Housekeeping	05	20%
3.	Module 3: Housekeeping Operations 3.1 Housekeeping Personnel 3.2 Housekeeping Functions 3.3 Housekeeping Competencies 3.4 Housekeeping Staffing	07	20%
4.	Module 4: Cleaning and Maintenance in Hotels 4.1 Cleaning Equipment 4.2 Cleaning Agents 4.3 Organization of Cleaning	05	20%
5.	Module 5: Basic of Front Office 5.1 Front Office Personnel 5.2 Front Office Competencies 5.3 Front Office Staffing 5.4 Front Office equipment <ul style="list-style-type: none"><li>• Manual equipment</li><li>• Semi-automated and automatic equipment</li></ul> 5.5 Front desk – Reception and cashier 5.6 Uniformed Services 6.5 Back Office - Reservation and Telephone Operations	08	20%
	<b>Total</b>	<b>30</b>	<b>100</b>

## Course Content: (PRACTICAL – Front Office)

Unit No.	Content	No. of Hours
----------	---------	--------------



# GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Bachelor Of Hotel Management And Catering Technology

Level: UG

Branch: Hotel Management & Catering Technology and  
Hospitality and Tourism Administration

Course / Subject Code: BH01000021

Course / Subject Name: Fundamentals of Rooms Division Management-1

1.	Practical 1: - Hotels entrance, Lobby and Front Office department 1.1 Hotel entrance and Lobby layout	02
2.	Practical 2: - Front Office Etiquettes and Attributes 2.1 Front Office communication with other departments 2.2 Front Office staffing and human resource	04
3.	Practical 3: - Communication 3.1 Introduction to communication 3.2 Modes of communication in respect to Guest communication: - <ul style="list-style-type: none"><li>• Enquiry</li><li>• Request</li><li>• Complaint</li><li>• Information</li></ul>	04
	Practical 4: - Equipment 4.1 Traditional equipment 4.2 Manual equipment 4.3 Semi-automatic equipment 4.4 Fully automatic equipment	08
5.	Practical 5: - Front Desk 5.1 Front desk organization and layout 5.2 Front desk etiquettes 5.3 Uniformed staff 5.4 Front desk roleplays	06
6.	Practical 6: - Welcoming 6.1 Different forms of greeting in India 6.2 Greeting as a focal point of hospitality	06
	<b>Total</b>	<b>30</b>

## Course Content: (PRACTICAL – Housekeeping)

Unit No.	Content	No. of Hours
1.	Practical 1: - Sample Layout of Guest Rooms 1.1 Single room 1.2 Double room 1.3 Twin room	2



# GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Bachelor Of Hotel Management And Catering Technology

Level: UG

Branch: Hotel Management & Catering Technology and  
Hospitality and Tourism Administration

Course / Subject Code: BH01000021

Course / Subject Name: Fundamentals of Rooms Division Management-1

	1.4 Suite	
2.	Practical 2: - Hot and Cold Towel Preparation	4
3.	Practical 3: - Cleaning Equipment- (manual and mechanical) 3.1 Familiarization 3.2 Different parts 3.3 Function 3.4 Care and maintenance	4
4.	Practical 4: - Maids Cart Trolley 4.1 Content 4.2 Trolley Setup	4
5.	Practical 5: - Cleaning Agent 5.1 Familiarization according to classification 5.2 Function	4
6.	Practical 6: - Public Area Cleaning (Cleaning Different Surface)  6.1 Wood <ul style="list-style-type: none"><li>• Polished</li><li>• Laminated</li></ul> 6.2 Silver/ EPNS <ul style="list-style-type: none"><li>• Plate powder method</li><li>• Polivit method</li><li>• Proprietary solution (Silvo)</li></ul> 6.3 Brass <ul style="list-style-type: none"><li>• Traditional Method</li><li>• Proprietary solution 1 (brasso)</li></ul> 6.4 Glass <ul style="list-style-type: none"><li>• Glass cleanser</li><li>• Economical method(newspaper)</li></ul> 6.5 Floor - Cleaning and polishing of different types <ul style="list-style-type: none"><li>• Wooden</li><li>• Marble</li><li>• Terrazzo/ mosaic etc.</li></ul> 6.6 Wall - Care and maintenance of different types and parts <ul style="list-style-type: none"><li>• Skirting</li></ul>	12



# GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Bachelor Of Hotel Management And Catering Technology

Level: UG

Branch: Hotel Management & Catering Technology and  
Hospitality and Tourism Administration

Course / Subject Code: BH01000021

Course / Subject Name: Fundamentals of Rooms Division Management-1

	<ul style="list-style-type: none"><li>• Dado</li><li>• Different types of paints (distemper Emulsion, oil paint etc)</li></ul>	
	<b>Total</b>	<b>30</b>

## Suggested Specification Table with Marks (Theory):

Distribution of Theory Marks (in %)					
R Level	U Level	A Level	N Level	E Level	C Level
0	40	20	20	20	00

Where R: Remember; U: Understanding; A: Application, N: Analyze and E: Evaluate C: Create (as per Revised Bloom's Taxonomy)

## References/Suggested Learning Resources:

### (a) Books:

1. Sudhir Andrews- Text Book of Front Office Operation & Management (8th Edition), Tata Mc growhills
2. Hotel Front Office (2<sup>nd</sup> Edition) – Jatashankar Tewari, Oxford higher education
3. Front Office Management, S.K. Bhatnagar
4. Hotel Housekeeping Operations & Management, G. Raghubalan and Smritee Raghubalan
5. Hotel Housekeeping Management & Operations, Sudhir Andrews

\* \* \* \* \*