



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: BH03000031

Course / Subject Name: Intermediate of Rooms Division Management

w. e. f. Academic Year:	2025-26
Semester:	3
Category of the Course:	Core Course

Prerequisite:	Basic knowledge of hospitality industry and Rooms Division Management.
Rationale:	The course will enhance the holistic knowledge of front office operations and housekeeping department in the guest satisfaction enhancement, and give a better understanding of the basic rooms division functions and aspects within the hospitality industry.

Course Outcome:

After Completion of the Course, Student will able to:

No	Course Outcomes
01	Mastering Front office Accounting system and guest account management.
02	Proficiency in Guest Arrival & Check-In Procedures.
03	03 Expertise in Check out and billing procedures.
04	Competency in various floral designs and aesthetic skills.
05	Understand Industrial Laundry Process, uniform design and linen management.

Teaching and Examination Scheme:

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

Course Content: Theory

Unit No.	Content	No. of Hours	% of Weightage
1.	TARIFF FIXATION 1.1. Introduction 1.2. Room rate Designation	05	20%



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	1.3.Meal Plan 1.4.Room Tariff Card 1.5. Tariff Fixation (Cost Based & Market Based)		
2.	ARRIVAL & CHECK-IN PROCEDURE 2.1 Welcoming & Greeting guest 2.2 Receiving VIP/SPATT 2.3 Registration as legal formalities and contract 2.4 Registration system (manual and computerize) 2.5 Baggage handling & delivery procedure Arrival notification & group Movement 2.6 Scanty baggage procedure 2.7 Safety locker management 2.8 Guest History Card	05	15%
3.	CHECK-OUT & DEPARTURE PROCEDURE 3.1 Check-out & Departure Process 3.2 Mode of Settlement of guest bill (Cash, Foreign Currency, Traveller's Cheque, Travel Voucher, Bill to Company) 3.3 Credit Card Handling Procedure 3.4 Foreign Currency Exchanging Procedure(FC/TC) 3.5 Collecting Keys & Guest's Feedback 3.6 Final Settlement of Bill and Issuing Bill 3.7 Left Luggage Procedure, Departure Procedure 3.8 Control of Cash and credit	05	15%
4.	LINEN ROOM & LAUNDRY OPERATIONS 4.1 Activities of the Linen Room 4.2 Layout and equipment in the Linen Room 4.3 Selection criteria for various Linen Items & fabrics suitable for this purpose 4.4 Purchase of Linen 4.5 Calculation of Linen requirements 4.6 Linen control-procedures and records 4.7 Stocktaking-procedures and records 4.8 Recycling of discarded linen 4.9 Linen Hire 4.10 Laundry Agents & Aids, Laundry Process	05	15%



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5.	FLOWER ARRANGEMENT 5.1 Flower arrangement in Hotels 5.2 Equipment and material required for flower arrangement 5.3 Conditioning of plant material 5.4 Styles of flower arrangements 5.5 Principles of design as applied to flower arrangement 5.6 INDOOR PLANTS <ul style="list-style-type: none"> • Selection and care 5.7 HORTICULTURE <ul style="list-style-type: none"> • Basic gardening tips • Tools & equipment's • Landscape designing 	05	15%
6.	UNIFORM ROOM <ul style="list-style-type: none"> • Layout of the Uniform room • Selection and designing of uniforms • Issuing and exchange of uniforms • type of uniforms • Uniform Register • Advantages of providing uniforms to staff SEWING ROOM <ul style="list-style-type: none"> • Job Specification • Activities and areas to be provided • Equipment provided 	05	20%
Total		30	100

Course Content: Practical-Front Office

Unit No.	Content	No. of Hours
1.	Practical 1: - Practice of computer applications related to Front Office procedures such as 1.1 Reservation, 1.2 Registration, 1.3 Guest History, 1.4 Telephones, 1.5 Daily transactions	06



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2.	Practical 2: - Arrival & Check-in Procedure 2.1 Role-playing different scenarios of guest arrival 2.2 Practicing greetings and introductions 2.3 Completing registration forms 2.4 Checking ID and payment methods	06
3.	Practical 3:-TARIFF STRUCTURE 3.1Basis of charging 3.2 Plans, competition, customer's profile, standards of service & amenities 3.3 Hubbart formula 3.4 Different types of tariffs <ul style="list-style-type: none">• Rack Rate• Discounted Rates for Corporates,• Airlines,• Groups & Travel Agents	06
4.	Practical 4: - Check-out Procedure 5.1 Modes of Payment 5.2 Bill Settlement & foreign currency exchange	06
5.	Practical 5: - Case Study Guest Cycle, Arrival and departure, Guest feedback	06
	TOTAL	30

Course Content: (PRACTICAL – Housekeeping)

1.	Practical 1: - Identification of Laundry Machinery and Equipment	06
2.	Practical 2: - Layout of Linen ,Uniform Room, and Laundry	06
3.	Practical 3: - Flower Arrangement	06
4.	Practical 4: - Selection and Designing of Uniforms	06
5.	Practical 5:- Preparing Hot & Cold Face Towel, Public Area Cleaning	06
	TOTAL	30



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Suggested Specification Table with Marks (Theory):

Distribution of Theory Marks					
R Level	U Level	A Level	N Level	E Level	C Level
10	20	20	20	0	20

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. "Hotel Front Office: Operations and Management" by Jatashankar Tewari
2. Hotel Front Office Management, James A. Bardi (Wiley)
3. Hotel Housekeeping Operations, Shailenda Rai
4. Hotel Housekeeping Management & Operations, Sudhir Andrews

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