



# 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: BH04000031

Course / Subject Name : Advanced Rooms Division Management

w. e. f. Academic Year:	2025-26
Semester:	4
Category of the Course:	Core Course

<b>Prerequisite:</b>	Intermediate knowledge of Rooms Division Management.
<b>Rationale:</b>	This course aims to provide students with in-depth knowledge and practical skills required to manage the rooms division effectively, which is a key revenue-generating department in hotels and other lodging establishments.

## Course Outcome:

After Completion of the Course, Student will able to:

No	Course Outcomes
01	Learn to manage Human Resources, Training and Scheduling f/o & h/k staff.
02	Identify the coordination & planning of Front office Operations.
03	Gain the practical knowledge of House Keeping Controls.
04	Measure & Evaluate the Performance in the Rooms Division.
05	Analyze Revenue Management process in Hotel.

## 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)	
02	00	04	04	70	30	50	0	150

## Course Content: (Theory)

Unit No.	Content	No. of Hours	% of Weightage
1.	<b>Managing Human Resources, Training and Scheduling f/o &amp; h/k staff:</b> 1.1 Preparing job lists and job descriptions for front office and housekeeping staff,	10	20



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	<p>1.2 Source of internal and external recruiting, Role of executive housekeeper a front office manager in selecting staff Orientation process</p> <p>1.3 the role of the ex. HK and FOM, Developing job breakdowns for the H.K and F.O job positions, Skills training - the four step training method (prepare, present, Practice, Follow up)</p> <p>1.4 Developing staffing guides for room attendants, supervisors</p>		
2.	<p><b>Planning of Front office Operations:</b></p> <p>2.1 Identify and describe the functions of management with relation to front office and housekeeping department.</p> <p>2.2 Establishing room rates through market condition approach rule of thumb approach and the Hubbart formula.</p> <p>2.3 Forecasting room availability, forecasting data, percentage of walk ins, percentage of overstays, percentage of No-shows, percentage of under stays, percentage of early arrivals,</p> <p>2.4 forecast formula, forecast forms, importance of forecasting. Budgeting for front office, forecasting room revenue, estimating expenses</p>	05	20
3.	<p><b>House Keeping Controls:</b></p> <p>3.1 Establishing par levels and inventories/ control of linen &amp; uniform, guest loan items,</p> <p>3.2 machines &amp; equipment, cleaning supplies, guest supplies,</p> <p>3.3 the role of the housekeeper in planning operating and capital budgets,</p> <p>3.4 Budgeting housekeeping expenses Controlling expense, Purchasing systems</p>	05	25
4.	<p><b>Measuring Performance in the Rooms Division:</b></p> <p>4.1 Importance and calculation of operational statistics,</p> <p>4.2 Percentage of single occupancy, Percentage if multiple occupancy, Percentage if domestic and foreign occupancies,</p> <p>4.3 ARR of ADR Average rate per guest, Average length of stay, Rev PAR,</p> <p>4.4 Daily operations report its importance Sales Mix or Clientele Mix, its calculation.</p>	05	25



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5	<p><b>FRONT OFFICE ACCOUNTING SYSTEM</b></p> <p>5.1 Accounting system</p> <ul style="list-style-type: none"> <li>• Non automated – Guest weekly bill, Visitors tabular ledger</li> <li>• Semi-automated</li> <li>• Fully automated</li> </ul> <p>5.2 Types of Folio &amp; Guest Accounts</p> <p>5.3 Types of Guest Ledger</p> <p>5.4 Maintenance of Guest Accounts</p> <p>5.5 Monitoring Guest Account Balance</p> <p>5.6 Floor Limit &amp; House Limit, High Balance Report</p> <p>5.7 OPERATING RATIO</p> <ul style="list-style-type: none"> <li>• ROP, BOP, DOP, House Count, Position, Local Guest Occupancy Percentage, Foreigners' Occupancy Percentage</li> </ul>	05	10
<b>Total</b>		<b>30</b>	<b>100</b>

**Course Content: (Practical)**

PR No.	Content	No. of Hours
1.	<b>Front office accounting procedures</b> 3.1 Manual accounting 3.2 Machine accounting	10
2.	Numerical- Payable, Accounts Receivable, Guest History, Yield Management	10
3.	Prepare Job List and JD-FO & HK	10
4.	Roster Making-Daily, Weekly & Monthly	10
5.	Interdepartmental activities-FO & HK	10
6.	Inventory Management	10
<b>Total</b>		<b>60</b>

**Suggested Specification Table with Marks (Theory):**

<b>Distribution of Theory Marks</b>					
R Level	U Level	A Level	N Level	E Level	C Level
10	30	20	10	10	20



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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. Front Office Operations And Management, Ahmed Ismail, Thomson Delmar, 2002
2. Housekeeping Management, Margaret M Kappa, Eiah & La, 2nd Ed./1997
3. Hotel Hostel & Hospital Housekeeping, Joan C Branson, Margaret Lennox, Hodder

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