

Sri Venkateswara University, Tirupati

Model Syllabus for 4-Year UG Honors in Hotel Management & Catering
Technology as Major in consonance with Curriculum framework
w.e.f. AY 2025-26

COURSESTRUCTURE

Year	Semester	Course	Title of the Course	No.of Hrs /Week	No. of Credits
I	I	1	Introduction to Room Division-1	3	3
			Introduction to Room Division-1-Practical	2	1
		2	Introduction to Food & Beverage-1	3	3
			Introduction to Food & Beverage-1-Practical	2	1
	II	3	Introduction to RoomDivision:2	3	3
			Introduction to RoomDivision:2-Practical	2	1
		4	Introduction to Food&Beverage2	3	3
			Introduction to Food & Beverage2-Practical	2	1
II	III	5	Food production operations-1	3	3
			Food production operations-1	2	1
		6	Food & Beverage operations-1	3	3
			Food & Beverage operations-1	2	1
		7	Room division operations-1	3	3
			Room division operations-1	2	1
	IV	8	Room Divisions operations-2	3	3
			Room Divisions operations-2	2	1
		9	Food Production operations-2	3	3
			Food Production operations-2	2	1
		10	Food & Beverage operations-2	3	3
			Food & Beverage operations-2	2	1
III	V	11	International Hospitality Management	3	3
			International Hospitality Management	2	1
		12A	F & B Management	3	3
			F & B Management	2	1
		OR			
		12B	Event Management	3	3
			Event Management	2	1
		OR			
		12C	Advanced Rooms division management	3	3
		Course	Title of the Course	No.of Hrs /Week	No. of Credits
			Advanced Rooms division management	2	1
		OR			
		12D	AdvancedFoodProduction-1	3	3
			AdvancedFoodProduction-1-Practical	2	1

		13A	Hotel Marketing	3	3		
			Hotel Marketing	2	1		
		OR					
		13B	Advance food production-2	3	3		
			Advance food production-2	2	1		
		OR					
		13C	Bar Management	3	3		
			Bar Management	2	1		
		OR					
		13D	Food & Beverage controls	3	3		
			Food & Beverage controls	2	1		
		VI	Semester Internship				

IV	VII	14	Advanced dessert presentations& international breads	4	4
		15	Art, food and culture-the gastronomy	4	4
		16	Effective, efficientf & boperations & cost management	4	4
		17A	Facility food service concept & environment	4	4
		OR			
		17B	Food blogging	4	4
		18A	Principles of management &leadership	4	4
		OR			
		18B	Tourism and hotel Industry	4	4
	VIII	19	Presentation & Visual effects in food	4	4
		20	Nutrition &wellness	4	4
		21	Mastering the art of food & beverage service	4	4
		22A	Menu planning, product development and sustainability	4	4
		OR			
		22B	Public relation and customer relationship management	4	4
		23A	Resort management	4	4
	Course	Title of the Course	No.of Hrs /Week	No. of Credits	

		OR			
		23B	Hotel Accountancy	4	4

Note: In the III Year (during the V Semester), students are required to select a pair of electives from one of the **THREE** specified domains. **For example: if set 'A' is chosen, courses 12 to 13 to be chosen as 12 A and 13 A.** To ensure in-depth understanding and skill development in the chosen domain, students must continue with the same domain electives in both the V and VI Semesters.

SEMESTER-II
COURSE 3: INTRODUCTION TO ROOM DIVISION-II
Credits: 3

Theory

3 hrs/week

HOUSE KEEPING & FRONT OFFICE–5 Units

Course Objectives:

- **To develop a thorough understanding** of the fundamental concepts, principles, and terminology related to the subject.
- **To equip students with practical skills** for applying theoretical knowledge to real-life situations and industry practices.
- **To enhance analytical and problem-solving abilities** through case studies, projects, and hands-on activities.
- **To promote creativity and innovation** in the planning, execution, and presentation of subject-related tasks.
- **To prepare students for higher education and employment opportunities** by instilling discipline, professional ethics, and communication skills.

Course Outcomes:

After completing this course, students will be able to:

1. Demonstrate understanding of fundamental concepts, principles, and terminology of the subject.
2. Apply theoretical knowledge to practical, real-life, and industry-related situations.
3. Analyze and solve problems using case studies, projects, and hands-on activities.
4. Design and present subject-related tasks with creativity and innovation.
5. Exhibit professional ethics, discipline, and effective communication skills for higher studies and employment opportunities.

Unit1: Cleaning Agents

- **Definition** and purpose of cleaning agents. **Types:** Water, detergents, abrasives, acids, solvents, polishes. **Selection factors:** Surface type, cost, availability, safety, effectiveness. **Storage:** Proper labeling, ventilation, secure cabinets. **Issuing:** Controlled dispensing to avoid waste.

Unit2: Surfaces –Composition, Care & Cleaning

- **Metals:** Types (ferrous, non-ferrous), protective finishes. **Surfaces:** Glass, plastic, ceramic, wood, stone, rubber – care & cleaning. **Finishes:** Wall & floor finishes; types of polishes and their composition. **Cleaning principles** for each surface type.

Unit3: Area Cleaning

- **Soil types:** Dust, dirt, tarnish, stains, foreign matter. **Nature of soil:** Organic, inorganic, bacterial, etc. **Standards of cleaning:** Physically, chemically, and bacteriologically clean. **Cleaning principles:** Rules and science of cleaning. **Frequencies:** Daily, weekly, periodic, spring cleaning. **Methods:** Manual and mechanical.
- **Guest room cleaning:** Occupied, departure, vacant, VIP, DND, OOO; bed making.
- **Public areas:** Back of house (offices, staff rest rooms) & front of house (lobby, corridors, leisure areas).

Unit4: Bell Desk Procedures

- **Roles** : Duties of bell captain & bellboys. **Functions** :Luggage handling (arrival/departure), left luggage handling, delivery procedures.
- **Records**:Errandcards,luggageinventory,controlsheets,leftluggageregister, tags.

Unit5: Guest Cycle &Reservations

- **Guest cycle** :Pre-arrival, arrival, stay, departure.
- **Reservations**:Types(tentative,wait-listed,confirmed),modes,sources.
- **Systems**: Manual & automated.
- **Processing**: Requests, confirmations, amendments, cancellations.
- **Reports**: Reservation status, over booking control.
- **Special bookings**: Group reservations, VIPs
- **OTA** Information & advantages

SEMESTER-II

COURSE 3: INTRODUCTION TO ROOM DIVISION-II

Practical

Credits: 1

2hrs/week

PRACTICAL SYLLABUS – HOUSEKEEPING & FRONT OFFICE

Identification of different types of cleaning agents and their uses.

- Practice in selecting suitable cleaning agents for different surfaces.
- Demonstration of safe storage, labeling, and controller disusing of cleaning agents.
- Identification of various surfaces (metals, glass, ceramic, wood, stone, plastic, rubber) and demonstration of correct cleaning methods.
- Practical care of wall and floor finishes, including polishing techniques.
- Demonstration of manual and mechanical cleaning methods.
- Practice in guest room cleaning: occupied, departure, vacant, VIP, DND, OOO.
- Bed-making techniques for different room categories.
- Cleaning of public areas: lobby, corridors, leisure areas, back-of-house areas.
- Identification and handling of different oil types and stains.
- Demonstration of bell desk duties : luggage handling (arrival/departure), left luggage procedures.
- Practice in maintaining bell desk records (errand cards, luggage tags, left luggage register).
- Role-play of the guest cycle stages: pre- arrival, arrival, stay, departure.
- Demonstration of reservation procedures (manual & automated).
- Practice in handling different types of reservations, amendments, and cancellations.
- Preparation of reservation reports and over booking control.
- Handling special bookings for groups and VIPs.

I BHM SEMESTER –II: PAPER – 3

Subject: INTRODUCTION TO ROOM DIVISION-II

BLUE PRINT FOR THE MODEL PAPER

S. No.	Type of Question	To be given in the Question Paper			To be answered		
		No. of Questions	Marks Allotted To Each Question	Total Marks	No. of Questions	Marks allotted to each question	Total Marks
1	Section-A (very Short Questions)	10	3	30	5	3	15
2	Section-B (Short Questions)	10	12	120	5	12	60
Total Marks				150	Total Marks		75

BLUE PRINT FOR THE QUESTION PAPER SETTING

Chapter Name	Short questions 3 marks	Essay questions 12 marks	Marks allotted to the Chapter
UNIT– I	2	2	30
UNIT– II	2	2	30
UNIT– III	2	2	30
UNIT– IV	2	2	30
UNIT– V	2	2	30
Total No. Of Questions	10	10	150

Format of Model Question Paper

Semester-wise Syllabus under CBCS

(w.e.f. 2025-26 Admitted Batch)

SEMESTER - II

COURSE 3: Introduction to Room Division-II

Time: 3 hrs Max.

Marks 75

Section A

Answer any Five of the following

5 X 3=15 M

1. Short answer question from unit-I
2. Short answer question from unit-I
3. Short answer question from unit-II
4. Short answer question from unit-II
5. Short answer question from unit-III
6. Short answer question from unit-III
7. Short answer question from unit-IV
8. Short answer question from unit-IV
9. Short answer question from unit-V
10. Short answer question from unit-V

Section - B

Answer Five Questions. One question from each Unit

5 X 12=60 M

Unit-I

11. a) Long answer question from Unit-1
OR

- b) Long answer question from Unit-1

Unit-II

12. a) Long answer question from Unit-2
OR

- b) Long answer question from Unit-2

Unit-III

13. a) Long answer question from Unit-3
OR

- b) Long answer question from Unit-3

Unit-IV

14. a) Long answer question from Unit-4
OR

- b) Long answer question from Unit-4

Unit-V

15. a) Long answer question from Unit-5
OR

- b) Long answer question from Unit-5