

SRI VENATESWRA UNIVERSITY

Model Syllabus for 4-Year UG Honors in Hotel Management & Catering
Technology as Major in consonance with Curriculum framework

(W.E.F. AY-2026-27)

COURSESTRUCTURE

Year	Semester	Course	Title of the Course	No.of Hrs /Week	No. of Credits
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

SEMESTER-III

COURSE 7: ROOM DIVISION OPERATIONS -1

Theory

Credits: 3

3hrs/week

COURSE OBJECTIVE:

To develop knowledge and skills in advanced housekeeping operations such as laundry, pest control, flower arrangement, linen room operations, and front office services including registration, guest accounting, and check-out formalities in the hospitality industry.

COURSE OUTCOMES:

By the end of the course, students will be able to:

1. Explain laundry operations, equipment, and handling of linen and uniforms.
2. Apply techniques of pest control and sanitation in hotel areas.
3. Demonstrate flower arrangement skills for different occasions and outlets.
4. Perform registration and check-in procedures for different types of guests.
5. Manage guest accounting, check-out, and settlement procedures.

UNIT 1: LAUNDRY OPERATIONS

- Functions of hotel laundry
- Laundry equipment: washers, dryers, presses, finishing machines
- Laundry processes (collection, marking, sorting, washing, finishing, distribution)

UNIT 2: PEST CONTROL & SANITATION

- Importance of pest control in hotels
- Common pests (cockroaches, rodents, bedbugs, flies, ants, termites)
- Methods of pest control (chemical, biological, preventive)

UNIT 3: FLOWER ARRANGEMENT & DECORATION

- Role of flower arrangements in hotels
- Types of flowers and foliage used in arrangements
- Styles of flower arrangement (Japanese, Western, contemporary)

UNIT 4: FRONT OFFICE REGISTRATION & CHECK-IN

- Registration process: pre-registration, registration records, documents
- Guest check-in procedures for FITs, groups, VIPs, crew, walk-ins, corporate clients
- Room assignment and key handling

UNIT 5: GUEST ACCOUNTING, CHECK-OUT & SETTLEMENT

- Guest accounting system: guest folios, ledgers, VPO, VPL
- Modes of settlement: cash, credit card, direct billing, foreign currency
- Check-out process: express check-out, self-check-out, late check-out

REFERENCES:

1. **Hotel,HostelandHospitalHousekeeping** –JoanC.Branson& Margaret, Hodder Arnold H&S
2. **ProfessionalManagementofHousekeepingOperations**– Thomas J.A. Jones, Wiley
3. **Managing Housekeeping Operations**–AletaNitschke&AHLEI
4. **FrontOfficeOperationsandManagement**–Jatashankar Tewari, Oxford University Press
5. **ManagingFrontOfficeOperations**–MichaelL.Kasavana, AHLEI
6. **PrinciplesofHotelFrontOfficeOperations** –Baker, Bradley & Huyton, Cengage Learning

SEMESTER-III

COURSE 7: ROOM DIVISION OPERATIONS -1

Practical

Credits:1

2 hrs/week

PRACTICAL SYLLABUS:

- Familiarizationwithlaundryequipmentandlayout oflaundry section
- Demonstrationofguestlaundryanduniformissuing procedures
- Practiceinstainremovaltechniques
- Demonstrationofpestcontrol methods(safehandlingofchemicals)
- PreparationofJapanese(Ikebana)andWestern-styleflower arrangements
- Settingupbanquet, lobby,andrestaurantfloraldécor
- Role-playonguestregistrationandcheck-inforFITs,groups, andVIPs
- Preparingandupdatingguest folios
- Practiceinsettlementprocedures(cash,creditcard,directbilling,foreign currency)
- Conductingamocknight audit

SRI VENATESWARA UNIVERSITY, TIRUPATI
II BHM SEMESTER –III: PAPER - III
Subject: ROOM DIVISION OPERATIONS -1

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 - III

COURSE: ROOM DIVISION OPERATIONS -1

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 X12=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