

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	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

SEMESTER-IV

COURSE 8: ROOM DIVISIONS OPERATIONS-2

Theory

Credits: 3

3hrs/week

COURSE OBJECTIVE:

To provide students with advanced theoretical knowledge and supervisory-level skills in housekeeping and front office operations, focusing on interior design, facilities management, budgeting, revenue management, and guest relations for effective hospitality management.

COURSE OUTCOMES:

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

1. Apply advanced interior design and décor principles in hotel guest rooms and public areas.
2. Supervise housekeeping operations with emphasis on budgeting, cost control, and manpower planning.
3. Implement eco-friendly and sustainable practices in hotel operations.
4. Analyze and apply yield management and revenue control techniques in front office operations.
5. Demonstrate guest relations skills, complaint handling, and effective communication strategies.

UNIT 1: INTERIOR DESIGN & DÉCOR IN HOTELS

- Importance of interior design in hospitality
- Elements & principles of design (color, lighting, space, texture, balance, harmony)
- Selection of furniture, fixtures, fittings, and furnishings (FF&E)
- Aesthetic use of carpets, curtains, upholstery, wall coverings, and artwork
- Designing for special areas: guest rooms, lobbies, banquet halls, spas, restaurants

UNIT 2: HOUSEKEEPING SUPERVISORY MANAGEMENT

- Role & responsibilities of housekeeping supervisors and executives
- Duty rosters, work schedules, and manpower allocation
- Budgeting in housekeeping: operating vs. capital budget
- Inventory control and cost reduction strategies
- Quality control, standard operating procedures (SOPs), and performance appraisal

UNIT 3: ECO-FRIENDLY & SUSTAINABLE HOUSEKEEPING

- Importance of sustainability in hospitality
- Green cleaning methods and eco-friendly cleaning agents
- Waste management: recycling, composting, upcycling in hotels
- Energy and water conservation practices in housekeeping
- Certifications and eco-labels (LEED, ISO 14001, Green Globe)

UNIT4:ADVANCEDFRONTOFFICE OPERATIONS – YIELD & REVENUE MANAGEMENT

- Conceptof yieldmanagementanddynamicpricing
- Forecastingdemandand occupancy
- Revenuemanagementtoolsandkeyperformanceindicators (ADR, RevPAR, GOPPAR)
- Overbookingstrategiesand managingroom inventory
- Roleoftechnologyandsoftware(PMS,CRS,GDS,Channel Managers)

UNIT 5:GUEST RELATIONS&COMMUNICATIONSKILLS

- Roleofguestrelationexecutivesinhospitality
- HandlingVIPs, corporateclients,andlong-stay guests
- Effectivecomplainthandlingandservicerecoverystrategies
- Cross-culturalcommunicationandetiquette
- Use oftechnologyin guestcommunication(CRM,chatbots, apps)

REFERENCES:

1. **ProfessionalManagementofHousekeepingOperations**– Thomas J.A. Jones, Wiley
2. **HotelHousekeepingOperationsandManagement**–G. Raghubalan & Smritee Raghubalan, Oxford
3. **ManagingHousekeeping Operations**–AletaNitschke, AHLEI
4. **HospitalityFacilitiesManagementandDesign**–DavidM. Stipanuk & Harold Roffmann, AHLEI
5. **FrontOfficeManagement**–S.K.Bhatnagar, FrankBros
6. **RevenueManagementfortheHospitalityIndustry**–DavidK. Hayes & Allisha Miller, Wiley

SEMESTER-IV

COURSE 8:ROOM DIVISIONS OPERATIONS-2

Practical

Credits: 1

2hrs/week

PRACTICAL SYLLABUS:

- Preparation of interior design boards for guest rooms and lobbies
- Practice in linen and inventory management using mock registers
- Preparation of housekeeping budget and duty roster exercise
- Demonstration of eco-friendly cleaning techniques and green chemicals
- Waste segregation, recycling, and energy-saving projects in hotel areas
- Case study on hotel revenue management with mock room inventory and pricing exercise
- Role-play on handling VIP guests, group arrivals, and service recovery
- Communication drills for complaint handling, telephone etiquette, and cross-cultural scenarios
- Use of property management software (PMS) for reservations and revenue reports
- Guest relations simulation: welcoming, escorting, and resolving guest grievances

SRI VENATESWARA UNIVERSITY, TIRUPATI

II BHM SEMESTER – IV: PAPER - 1
Subject: ROOM DIVISIONS OPERATIONS-2

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. AY-2026-27)

SEMESTER - IV

COURSE: ROOM DIVISIONS OPERATIONS-2

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