

AC –20/04/2024

Item No. – 8.31 (N) Sem II (3b)

As Per NEP 2020

University of Mumbai



Syllabus for Basket of Minor Courses

Board of Studies in Hospitality Studies

UG First Year Programme

Semester

II

Title of Paper

Credits

I) Basic Rooms Division

2

From the Academic Year

2024-25

Sr. No.	Heading	Particulars
1	Description the course : Including but Not limited to :	Basic Rooms Division The Basic Rooms division is an integral part of the Hospitality industry and is responsible for welcoming the guests, registering them, allotting rooms and completing the check-out process. It also deals with the cleanliness and upkeep of the public areas. Hotels, Motels, Resorts, Clubs, Banks, Retail and High Scale Multi-storied complexes, Cinema Multiplexes, Hospitals etc.
2	Vertical :	Minor
3	Type :	Theory
4	Credit:	2 credits
5	Hours Allotted :	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To understand the functional areas, sections, and layout of the front office. 2. To understand the interconnections between reservation, reception, information desk, cash handling, and the travel desk. 3. To learn essential qualities and skills required for different front office roles. 4. Familiarize students with the concepts of guestroom and public area cleaning. 5. Understand the functions of the Control desk and inter-departmental coordination.	

8	Course Outcomes: - Students will be able to take reservations & perform check in procedure. - Understand the functions of departments of the front desk such as concierge and bell desk. - To learn the rules of the House for Front Office Staff. - To learn the importance of effective communication in the front office. - To understand the duties and responsibilities of various front office staff roles. - To learn about the different types of rooms & types of meal Plans offered at the hotels. - Students will be able to identify various types of rooms. - To understand the principles of cleaning and daily routine of housekeeping			
MODULE	CH NO.		TOPIC	HRS
I	1		Front Office Organization	
		1.1	functional areas, section & lay Out of Front Office,	1
		1.2	Reservation, Reception, Information Desk, Cash & Bills, Travel Desk,	1
		1.3	Communication Section & Uniform Services/ Bell desk.	1
		1.4	Organization Of Front Office Staff. -	1
		1.5	Duties & responsibilities – FO Manager, Reservation Assistant, FO Associate,	1
		1.6	Information Assistant, Cashier, Telephone Operator, Bell Boy, Door Attendant. -	2
	2		Front office personnel	
		2.1	Qualities of FO Personnel.	2
		2.2	Interdepartmental Communication (HK, Sales & marketing, Security, Engineering & Maintenance, Finance, Banquets). -	2
		2.3	Room Tariff – Introduction, Room Rates, and Meal plans.	2
		2.4	Guest Cycle (Pre-Arrival, Arrival, Stay & Departure)-	2
			Total	15

MODULE	CH NO.		TOPIC	HRS
II	1	1.1	Types of rooms-	2
		1.2	Daily routine and systems-	2
		1.3	Principles of cleaning and Types of soil-	1
		1.4	Guestroom cleaning (Morning, Evening and second service)	2
		2.1	Public area cleaning Lobby, Elevators, reception , Stairs, Conference rooms and Banquets, Restaurants, Spa and Health clubs, Cloak rooms, corridors	2
		2.2	Functioning of Control desk	2
		2.3	Interdepartmental coordination with other departments(Front office, Maintenance, Security, Food and Beverage)	2
		2.4	Key terms	2
11	Reference Books: 1. Hotel housekeeping operations and Management - G. Raghubalan & Smritee Raghubalan Oxford university press. 2. Housekeeping Operations Design and Management-Malini Singh & Jaya B. George - Jaico Publications. 3. Housekeeping Management- Margaret Kappa, Aleta Nitschken, Patricia B. Schappert- A.H. & L.A 4. Professional Management of Housekeeping Operations- Thomas J.A .Jones- John Wiley & Sons 5. Housekeeping training manual- Sudhir Andrew's. 6. Housekeeping Management in Hotel and Service Industry (PB) by Pralay Ganguly, I K International.			
12	Internal Continuous Assessment: 40%		External, Semester End Examination 60% Individual Passing in Internal and External Examination	
13	Continuous Evaluation through:		Class Tests, Presentation, Assignment	

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Format of Question Paper:

Theory Courses Evaluation Scheme for First Year (UG) under NEP

For theory courses with 2 credit points total marks Allotted would be 50

Internal Assessment: 20 marks

External Assessment: 30 marks

Nature of Examination		Bifurcation of Marks			Time	Total Marks
I. Internal Assessment for Theory Courses						
Continues Internal Assessment (CIA) Assignment	Sr. No	Examination	Module	Marks	Time	Total Marks
	1	Class Test	Module I or on Completed syllabus	10	30 Min	20
	2	Assignments / Case Study / Presentations / Project / Group Discussion / Ind. Visit. / Tutorial		10	30 Min	
Note: Class Test 1. MCQ's – 5 marks. 2. Answer in One line -10 marks. 3. Answer in brief (3 out of 6 questions) -15 marks.						
II. External Assessment for Theory Courses						
Semester End Examination	Question No	Paper Pattern (Theory question paper pattern: All questions are compulsory.)	Unit	Marks	Time	Total Marks
	Q. 1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From All modules	5	1 Hour	30
	Q. 2	Answer in one sentence (1 Mark each)	From All modules	10		
	Q. 3	Short Notes (Attempt any 3 out of 6)	3 questions per module to be set. Each student will choose 1 question per module.	15		

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