

MES COURSE MODULES

In

HOSPITALITY SECTOR

GENERAL INFORMATION

1. **Name of the Sector** : **Hospitality**
2. **Name of the Module** : **COOK GENERAL**
3. **Module No.** : **HOS 701**
4. **Duration of Craftsman Training** : **520 Hrs.**
5. **Power Norms** : **4.0 KW**
6. **Space Norm** : **a) Work shop: 56 Sq. Meter**
: **b) Class Room: 30 Sq. Meter**
7. **Entry Qualification** : **Minimum 5th Standard & 14 years and above**
8. **Unit Strength** : **20 Trainees**
9. **Instructors/Trainer's Qualification** : **a) NTC/NAC in the trade with three years' experience in the relevant field.**

OR

: **Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.**

OR

b) Degree in Hotel Management / Catering Technology with one year experience in the relevant field

Desirable Qualification: Preference will be given to a candidate with Craft Instructor Certificate (CIC)

10. **Job Description/ Terminal Competency** □□□ : After successful completion of training, the person will be able to: -
 - Establish their own Fast-Food centers with knowledge of preparing common dishes.
 - Work in the Kitchen of Hotel/Restaurant as Head Cook/Chef.
 - Lead a group of Chefs/cooks and able to prepare menu planning, Recipes development, cost Control and inventories management.
 - Work in the Kitchen of a small scale hotel/restaurant
 - Start his/her own catering services.
 - Prepare common dishes of Indian Cuisine.

Syllabus for the Trade of “Cook (General)” Under MES Scheme

Practical Competencies	Knowledge (Theory)
<u>Assistant Cook</u>	
<ul style="list-style-type: none"> ➤ Maintaining personal cleanliness & Hygiene Practices ➤ Carry out basic First Aid treatment/ notifying accident. ➤ Practicing Fire Safety measures ➤ Occupational hazards and safety norms. ➤ Good Housekeeping practices at all times. ➤ Simple Disaster Management & preventive measures for staff/ guests/ machines in the event of Earthquakes, Tsunami, etc. ➤ Cleaning the Kitchen or Food areas, utensils and relevant equipments ➤ Basic cleaning Material ➤ Practice Pest control measures, disposal of waste as per environmental laws ➤ ,Energy and water Conservation ➤ Transfers, weighs & check supplies ➤ Assists cook in preparing Ingredients for Cooking and making simple preparation like sandwiches, salad, savories etc. ➤ Food preservation/ storage/ Service ➤ Knowledge about identification and selection of material& equipment ➤ Basic Knowledge of Methods of Cooking and cutting ➤ Opening and closing of Kitchen 	<ul style="list-style-type: none"> ➤ Safety rules in Kitchen ➤ Basics of Personal Hygiene ➤ Energy and Water Conservation ➤ Knowledge about Kitchen equipment and familiarization of their handling in the Kitchen ➤ Different section in the Kitchen ➤ Kitchen organization ➤ Safety rules for using knives. ➤ Information on Mise en place ➤ Foundation Ingredients and their properties and characteristics ➤ Classification of Raw Materials. Perishable and Non-perishable ➤ Preservation /storage /Service of Food ➤ Seasoning & flavouring agent ➤ Accompaniments & Garnishes
<u>Head Cook</u>	
<ul style="list-style-type: none"> ➤ Prepare stocks and soups ➤ Prepare mother Sauces ➤ Prepare eggs, poultry's, Food & sea Foods, Meat dishes. ➤ Prepare hot & cold Sweets. ➤ Bulk preparations of food. ➤ Prepare pastry, cakes & breads etc. 	<ul style="list-style-type: none"> ➤ Cookery Culinary Terms ➤ Energy and Water Conservation. ➤ Courses of Menu – Knowledge of ➤ Menu planning, Recipe writing & ➤ Standardization of Menu. ➤ Nutrition – basic Knowledge ➤ Inventory of stores ➤ How to prepare requisition of stores for daily needs ➤ Catering calculation – simple exercise relating to quantities and cost of Raw Materials ➤ Monitor catering revenue and costs establish and maintain quality Control ➤ Develop a Food Safety plan ➤ Re-heating of Food

Cook Indian

<ul style="list-style-type: none"> ➤ Indian Breads: 5 Nos. ➤ Rice Preparation: 8 Nos. ➤ Chicken/ Mutton/ Pork/ Fish: 15 Nos. ➤ Dal & Pulses: 3 Nos. ➤ Salad & Accompaniments: 5 Nos. ➤ Desserts/Sweets: 5 Nos. 	<ul style="list-style-type: none"> ➤ Aims and Objects of Cooking Food ➤ Stocks, Soups & Sauces ➤ Energy and Water Conservation. ➤ Salads, Salads Dressing ➤ Sandwiches and Canapés ➤ Methods of Cooking Foods ➤ Knowledge about various cuts of Meat and Vegetables
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Note: -

- *One hour soft skill & spoken English classes to be conducted on daily basis.*

List of Tools & Equipments

S. No.	Name of the Item	Quantity
1.	Electric Tandoor	1 No.
2.	Prates Different sizes (For Dough Floor)	4 Nos.
3.	Sauce Panes of Different Sizes	10 Nos.
4.	Knifes Different Sizes	10 Nos.
5.	Graters	4 Nos.
6.	Gas Stove & Cylinders	2 Nos.
7.	Rod Set for Tandoor	1 No.
8.	Fry Pans of Different Sizes	10 Nos.
9.	Sieves of Different Sizes	10 Nos.
10.	ChhklaVelna	4 Nos.
11.	Karchhia	6 Nos.
12.	Peelers	6 Nos.
13.	Jugs	6 Nos.,
14.	Glasses	24 Nos.
15.	Spoons	24 Nos.
16.	Plates Full/Half/Quarter	36 Nos.
17.	Mixer Grinder Juicer	1 No.
18.	Weighing Machine	1 No.
19.	Refrigerator	1 No.
20.	Cookers of Different Sizes	3 Nos.
21.	Iron Sieves Different types	05 Nos.
22.	Pitchers different sizes	2 Nos.
23.	Tooka for Chopping SarsoSagg	1 No.
24.	Datree (Sickle)	1 No.
25.	Tawa	3 Nos.
26.	Tea Pan	3 Nos.
27.	Lemon Squeezer	1 No.
28.	Dust Bins	3 Nos.
29.	Chapati Box	2 Nos.
30.	Buckets of Different Sizes	4 Nos.
31.	Mugs	4 Nos.
32.	Library books	As required
33.	Proper electric & gas connection	As required
34.	Instructor table & chair	1 No. each
35.	Trainees table and chair	(for 20 trainees)

GENERAL INFORMATION

11. **Name of the Sector** : **Hospitality**
12. **Name of the Module** : **COOK CONTINENTAL**
13. **Module No.** : **HOS 702**
14. **Duration of Craftsman Training** : **520 Hrs.**
15. **Power Norms** : **4.0 KW**
16. **Space Norm** : **c) Work shop: 56 Sq. Meter**
: **d) Class Room: 30 Sq. Meter**
17. **Entry Qualification** : **Minimum 5th Standard & 14 years and above**
18. **Unit Strength** : **20 Trainees**
19. **Instructors/Trainer's Qualification** : **c) NTC/NAC in the trade with three years' experience in the relevant field.**
OR
: **Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.**
OR
d) Degree in Hotel Management / Catering Technology with one year experience in the relevant field
- Desirable Qualification:** : **Preference will be given to a candidate with Craft Instructor Certificate (CIC)**
20. **Job Description/ Terminal Competency** □□□ : **After successful completion of training, the person will be able to: -**
1. **Work in the Kitchen of a small scale hotel/restaurant of various cuisines.**
2. **Establish their own Fast-Food centers with knowledge of preparing common dishes.**
3. **Assist the Head Cook/Chef in preparation of continental / Chinese dishes**
4. **Work in the Kitchen of a small scale Hotel / Restaurant independently.**
5. **Their own catering business.**
6. **Prepare common dishes of Chinese Cuisine.**

Syllabus for the Trade of “Cook Continental” Under MES Scheme

Practical Competencies	Knowledge (Theory)
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<u>Assistant Cook</u>	
<ul style="list-style-type: none"> ➤ Maintaining personal cleanliness & Hygiene Practices ➤ Carry out basic First Aid treatment/notifying accident. ➤ Practicing Fire Safety measures ➤ Occupational hazards and safety norms. ➤ Good Housekeeping practices at all times. ➤ Simple Disaster Management & preventive measures for staff/ guests/ machines in the event of Earthquakes, Tsunami, etc. ➤ Practice waste disposal as per environmental laws. ➤ Pest control measures. ➤ Cleaning the Kitchen or Food areas, utensils and relevant equipments ➤ Basic cleaning Material ➤ Pest control measures, disposal of waste as per environmental laws, Energy and water Conservation ➤ Transfers, weighs & check supplies ➤ Assists cook in preparing Ingredients for Cooking and making simple preparation like sandwiches, salad, savories etc ➤ Food preservation/ storage/ Service ➤ Knowledge about identification and selection of material& equipment ➤ Basic Knowledge of Methods of Cooking and cutting ➤ Opening and closing of Kitchen 	<ul style="list-style-type: none"> ➤ Safety rules in Kitchen ➤ Basics of Personal Hygiene ➤ Energy and Water Conservation ➤ Knowledge about Kitchen equipment and familiarization of their handling in the Kitchen ➤ Different section in the Kitchen ➤ Kitchen organization ➤ Safety rules for using knives. ➤ Information on Mise en place ➤ Foundation Ingredients and their properties and characteristics ➤ Classification of Raw Materials. Perishable and Non-perishable ➤ Preservation /storage /Service of Food ➤ Seasoning & flavouring agent ➤ Accompaniments & Garnishes
<u>Cook Chinese</u>	
<ul style="list-style-type: none"> ➤ Soups: 7 Nos. ➤ Noodles/ Rice: 10 Nos. ➤ Vegetable Dishes: 10 Nos. ➤ • Non-Veg Dishes: 10 Nos. 	<ul style="list-style-type: none"> ➤ Aims and Objects of Cooking Food ➤ Stocks, Soups & Sauces ➤ Energy and Water Conservation. ➤ Salads, Salads Dressing ➤ Sandwiches and Canapés ➤ Methods of Cooking Foods ➤ Knowledge about various cuts of Meat and Vegetables
<u>Cook Continental Cuisine</u>	
<ul style="list-style-type: none"> ➤ Starters - 8 nos. ➤ Dishes (chicken/ beef/ pork/ mutton/ fish/ Vegetable etc.) - 20 nos. ➤ Salads - 5 nos. ➤ Dessert/ Sweet - 4 nos. 	<ul style="list-style-type: none"> ➤ Aims and Objectives of Cooking Food ➤ Stocks, Soups & Sauces ➤ Energy and Water Conservation. ➤ Salads, Salads Dressing

	<ul style="list-style-type: none"> ➤ Sandwiches and Canapés ➤ Methods of Cooking Foods ➤ Cheese & types of cheese ➤ Knowledge about various cuts of Vegetables and Meats (Chicken/ veal's/ mutton/ fish & sea Food/ pork/ beef/ lamb/ game.)
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Note: -One hour soft skill & spoken English classes to be conducted on daily basis.

List of Tools & Equipment

S. No.	Name of the Item	Quantity
1.	Electric Tandoor	1 No.
2.	Prates Different sizes (For Dough Floor)	4 Nos.
3.	Sauce Panes of Different Sizes	10 Nos.
4.	Knifes Different Sizes	10 Nos.
5.	Graters	4 Nos.
6.	Gas Stove & Cylinders	2 Nos.
7.	Rod Set for Tandoor	1 No.
8.	Fry Pans of Different Sizes	10 Nos.
9.	Sieves of Different Sizes	10 Nos.
10.	Chhkla Belna	4 Nos.
11.	Karchhia	6 Nos.
12.	Peelers	6 Nos.
13.	Jugs	6 Nos.,
14.	Glasses	24 Nos.
15.	Spoons	24 Nos.
16.	Plates Full/Half/Quarter	36 Nos.
17.	Mixer Grinder Juicer	1 No.
18.	Weighing Machine	1 No.
19.	Refrigerator	1 No.
20.	Cookers of Different Sizes	3 Nos.
21.	Iron Sieves Different types	05 Nos.
22.	Pitchers different sizes	2 Nos.
23.	Tooka for Chopping Sarso Sagg	1 No.
24.	Datree (Sickle)	1 No.
25.	Tawa	3 Nos.
26.	Tea Pan	3 Nos.
27.	Lemon Squeezer	1 No.
28.	Dust Bins	3 Nos.
29.	Chapati Box	2 Nos.
30.	Buckets of Different Sizes	4 Nos.
31.	Mugs	4 Nos.
32.	Library books	As required
33.	Proper electric & gas connection	As required
34.	Instructor table & chair	1 No. each
35.	Trainees table and chair	(for 20 trainees)

GENERAL INFORMATION

21. **Name of the Sector** : **Hospitality**
22. **Name of the Module** : **COOK (INDIAN CUISINE)**
23. **Module No.** : **HOS 703**
24. **Duration of Craftsman Training** : **520 Hrs.**
25. **Power Norms** : **4.0 KW**
26. **Space Norm** : **e) Work shop: 56 Sq. Meter**
: **f) Class Room: 30 Sq. Meter**
27. **Entry Qualification** : **Minimum 5th Standard & 14 years and above**
28. **Unit Strength** : **20 Trainees**
29. **Instructors/Trainer's Qualification** : **e) NTC/NAC in the trade with three years' experience in the relevant field.**
OR
: **Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.**
OR
f) Degree in Hotel Management / Catering Technology with one year experience in the relevant field
- Desirable Qualification:** : **Preference will be given to a candidate with Craft Instructor Certificate (CIC)**
30. **Job Description/ Terminal Competency** □□□ : **After successful completion of training, the person will be able to: -**
Assistant Cook
➤ **Work in the Kitchen of a small scale hotel/restaurant.**
➤ **Start his/ her own catering services.**
Cook Amritsari
➤ **Prepare common dishes of Indian, Amritsari and south indian Cuisine.**
➤ **Prepare different types of Kulcha, Roti, Prantha, Rice, Dishes, Lassi, Halwa, Kheer, Pakora.**
➤ **Assist the Head Cook/Chef in preparation of food.**
➤ **Work in the Kitchen of Hotel/Restaurant as Head Cook/Chef.**
Cook South Indian Cuisine
➤ **Lead a group of Chefs/cooks**
➤ **Prepare menu planning, Recipes development, cost Control and inventories management.**

Syllabus for the Trade of “Cook (Indian Cuisine)” Under MES Scheme

Practical Competencies	Knowledge (Theory)
<u>Assistant Cook</u>	

<ul style="list-style-type: none"> ➤ personal cleanliness & Hygiene Practices ➤ Basic First Aid treatment/notifying accident. ➤ Fire Safety measures ➤ Occupational hazards and safety norms. ➤ Good Housekeeping practices at all times. ➤ Simple Disaster Management & preventive measures for staff/ guests/ machines in the event of Earthquakes, Tsunami, etc. ➤ Cleaning the Kitchen or Food areas, utensils and relevant equipments ➤ Basic cleaning Material ➤ Practice Pest control measures, disposal of waste as per environmental laws ➤ Energy and water Conservation ➤ Transfers, weighs & check supplies ➤ Preparation of Ingredients for Cooking and making simple preparation like sandwiches, salad, savories etc ➤ Food preservation/ storage/ Service ➤ Knowledge about identification and selection of material& equipment ➤ Basic Knowledge of Methods of Cooking and cutting. ➤ Opening and closing of Kitchen 	<ul style="list-style-type: none"> • Safety rules in Kitchen • Basics of Personal Hygiene • Energy and Water Conservation • Knowledge about Kitchen equipment and familiarization of their handling in the Kitchen • Different section in the Kitchen • Kitchen organization • Safety rules for using knives. • Information on Mise en place • Foundation Ingredients and their properties and characteristics • Classification of Raw Materials. Perishable and Non-perishable • Preservation /storage /Service of Food • Seasoning & flavouring agent • Accompaniments & Garnishes
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Cook Amritsari

<ul style="list-style-type: none"> ➤ Identify tools, equipments and materials used in cooking of Amritsari Cuisines ➤ Apply good housekeeping practices, proper handling of materials and disposal of waste, follow statutory regulations. ➤ Store/ lay and use materials at work in safe manner ➤ Select proper tools, equipment and material for a particular task ➤ Check quality of raw materials as per standards ➤ (Materials : flour, rice, vegetables, spices, salt, oil, meat) ➤ Prepare different types of Kulchas <ul style="list-style-type: none"> ❖ Plain Kulchas ❖ Potato Kulcha ❖ Butter Kulcha ❖ Cheese Kulcha ❖ Cauliflower Kulcha ❖ Radish Kulcha ❖ Kesar& Dry fruit Kulcha ➤ Prepare different types of Roti/ Prantha <ul style="list-style-type: none"> ❖ Tandoori Roti ❖ Basen di Roti ❖ Bajre (Millet) di Roti ❖ Lashhe Dar prontha (prepared with desi ghee) ❖ Egg Prantha 	<ul style="list-style-type: none"> ➤ Safety precautions, use of protective clothing and elementary first aid. ➤ Importance of personal cleanliness & Hygiene ➤ Reasons for carrying out good housekeeping practices ➤ Functions and uses of various tools, equipment and materials. ➤ Care and use of tools, equipment and materials used in bakery ➤ Selection and correct use of tools and equipment ➤ Proper handling and correct use of hand tools ➤ Different types of Amritsari Cuisines. ➤ Quality standards and testing of raw materials and product ➤ Types of flours and rice used in Amritsari Cuisines ➤ Different types of Kulchas. ➤ Ingredients, tools and equipment used in preparation of Kulchas. ➤ Method for preparation of Kulchas. ➤ Factors affecting the quality of product and precautions. ➤ Different types of Roti/Pranths. ➤ Ingredients, tools and equipment used in preparation of Roti/Pranths.
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<ul style="list-style-type: none"> ❖ Different tandoori prontha ➤ Prepare following Amritsari dishes <ul style="list-style-type: none"> ❖ AmritsariChole (Chickpeas Curry) ❖ Punjabi Aloo (Amritsari recipe) ❖ AmritsariPaneer (Spicy Grilled Cottage Cheese) ❖ CholeyBhaturey (Curried Peas with Fried Bread) ❖ Basen Curry (Punjabi) ❖ SangareWali Curry ❖ Sarsoo da Sagg ❖ ShaheePaneer ❖ Ginger Paneer ❖ MalaeeKofta ❖ Channa Masala ❖ Dry Fruit Vegetable ❖ Pease and Cheese Vegetable ❖ Beet Root Vegetable ❖ Bhaine de Kofte and Vegetable ❖ Dal Amritsari ❖ Dal Makani ❖ Rajma ➤ Prepare different types of Puree <ul style="list-style-type: none"> ❖ Simple puree ❖ Peethiwali puree ❖ Palak puree ❖ Bathue and Methiwali puree ❖ Aloo puree ❖ Makki di Puree ➤ Prepare different types of rice <ul style="list-style-type: none"> ❖ Plain Rice ❖ Veg. Pulao ❖ Peas Rice ❖ Multi colour Rice ❖ Sweet Rice ❖ Special Kichree ➤ Prepare Potato Tikkee and Pakoras ➤ Prepare different types of Lassi <ul style="list-style-type: none"> ❖ NamkeenLassi ❖ HingWaliLassi ❖ AzwainWalilassi ❖ Cucumber Walilassi ❖ KesarWaliLassi ❖ Dry Fruit Lassi 	<ul style="list-style-type: none"> ➤ Method for preparation of Roti/ Pranthas. ➤ Factors affecting the quality of product and precautions. ➤ Different types of Amritsari dishes. ➤ Ingredients, tools and equipment used in preparation of Amritsari dishes. ➤ Method for preparation of Amritsari dishes. Factors affecting the quality of product and precautions. ➤ Different types of Purees. ➤ Ingredients, tools and equipment used in preparation of Purees. ➤ Method for preparation of Purees. ➤ Factors affecting the quality of product and precautions. ➤ Different types of Rice. ➤ Ingredients, tools and equipment used in preparation of Rice. ➤ Method for preparation of Rice. ➤ Factors affecting the quality of product and precautions. ➤ Different types of Lassi. ➤ Ingredients, tools and equipment used in preparation of Lassi. ➤ Method for preparation of Lassi. ➤ Factors affecting the quality of product and precautions. ➤ Different types of Halwa/ Kheer. ➤ Ingredients, tools and equipment used in preparation of Halwa/ Kheer. ➤ Method for preparation of Halwa/ Kheer. ➤ Factors affecting the quality of product and precautions. ➤ Different types of Tea. ➤ Ingredients, tools and equipment used in preparation of Tea. ➤ Method for preparation of Tea. ➤ Factors affecting the quality of product and precautions.
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<ul style="list-style-type: none"> ➤ Prepare different types of Halwa and Kheers <ul style="list-style-type: none"> ❖ MalaiWalaHalwa ❖ Moongi Da Halwa ❖ Suji Da Halwa ❖ Ate Da Halwa ❖ Aloo Da Halwa ❖ Pumpkin Halwa ❖ Dry Fruit Halwa ❖ Fruit Halwa ❖ Kheer ❖ Firnee ❖ Saboo Dana De Kheer ❖ Makronee de Kheer ❖ Gajrela ❖ Bhugga (Winter Spl.) ❖ Khjoore (Lohree Spl.) ➤ Prepare PudinaChatnee ➤ Prepare different types of tea <ul style="list-style-type: none"> ❖ Black Tea ❖ Ginger Tea ❖ Lemon Tea ❖ Mint Tea ➤ Maintenance and care of tools equipment 	
<u>Cook South Indian Cuisine</u>	
<ul style="list-style-type: none"> ➤ Snacks - 15 nos. ➤ Vegetable dishes -15 nos. ➤ Accompaniment - 5 nos. 	<ul style="list-style-type: none"> ➤ Aims an Objects of Cooking Food ➤ Energy and Water Conservation. ➤ Stocks, Soups & Sauces ➤ Salads, Salads Dressing ➤ Sandwiches and Canapés ➤ Methods of Cooking Foods ➤ Cheese & types of cheese ➤ Knowledge about various cuts of Vegetable

Note: -

- *One hour soft skill & spoken English classesto be conducted on daily basis.*

List of Tools & Equipment

S. No.	Name of the Item	Quantity
1.	Electric Tandoor	1 No.
2.	Prates Different sizes (For Dough Floor)	4 Nos.
3.	Sauce Panes of Different Sizes	10 Nos.
4.	Knifes Different Sizes	10 Nos.
5.	Graters	4 Nos.
6.	Gas Stove & Cylinders	2 Nos.
7.	Rod Set for Tandoor	1 No.
8.	Fry Pans of Different Sizes	10 Nos.
9.	Sieves of Different Sizes	10 Nos.
10.	ChhklaVelna	4 Nos.
11.	Karchhia	6 Nos.
12.	Peelers	6 Nos.
13.	Jugs	6 Nos.,
14.	Glasses	24 Nos.
15.	Spoons	24 Nos.
16.	Plates Full/Half/Quarter	36 Nos.
17.	Mixer Grinder Juicer	1 No.
18.	Weighing Machine	1 No.
19.	Refrigerator	1 No.
20.	Cookers of Different Sizes	3 Nos.
21.	Iron Sieves Different types	5 Nos.
22.	Pitchers different sizes	2 Nos.
23.	Tooka for Chopping SarsoSagg	1 No.
24.	Datree (Sickle)	1 No.
25.	Tawa	3 Nos.
26.	Tea Pan	3 Nos.
27.	Lemon Squeezer	1 No.
28.	Dust Bins	3 Nos.
29.	Chapati Box	2 Nos.
30.	Buckets of Different Sizes	4 Nos.
31.	Mugs	4 Nos.
32.	Library books	As required
33.	Proper electric & gas connection	As required
34.	Instructor table & chair	1 No. each
35.	Trainees table and chair	20 Nos.

GENERAL INFORMATION

31. **Name of the Sector** : Hospitality
32. **Name of the Module** : HOUSE KEEPER
33. **Module No.** : HOS 704
34. **Duration of Craftsman Training** : 520 Hrs.
35. **Power Norms** : 4.0 KW
36. **Space Norm** : **g)** Work shop: 56 Sq. Meter
: **h)** Class Room: 30 Sq. Meter
37. **Entry Qualification** : Minimum 5th Standard & 14 years and above
38. **Unit Strength** : 20 Trainees
39. **Instructors/Trainer's Qualification** : **g)** NTC/NAC in the trade with three years' experience in the relevant field.
OR
: **h)** Diploma in Tour and Travel management with two year Post Qualification experience as a Tour guide from a recognized organization
OR
: **i)** Degree in Tourism with one year post qualification experience
OR
: **j)** Graduate with due subject of Indian History with two year experience in the relevant field
- Desirable Qualification:** : Preference will be given to a candidate with Craft Instructor Certificate (CIC)
40. **Job Description/ Terminal Competency** □□□ : After successful completion of training, the person will be able to: -
- Identify the different Equipment used in House-keeping Department;
 - Sort out & count Linen & Uniforms,
 - Acquire knowledge of personal Hygiene & appearance factors;
 - Checking for Pests & reporting;
 - Basic first Aid & notifying Accidents;
 - Basic communication skill;
 - Service the total Guest rooms;
 - Distinguish between different furniture, fixtures and floor surfaces;
 - Identification of Guest supplies;
 - Take care of all the articles present in the Guest room,
 - Supervise the work in Public areas i.e. Rest rooms, lobby, Corridors, poolside;
 - Cleaning of chandeliers, Banquet, Elevators; Issue soaps, clean, dry towels as per requirement;
 - Cleaning of external glass in Building;
 - Provide clean Serviceable Uniforms to the staff;
 - Distinguishing between different types of Linen & Uniforms. Stain removal.

Syllabus for the Trade of “House Keeper” Under MES Scheme

Practical Competencies	Knowledge (Theory)
<u>Houseman cum Room Attendant</u>	

<ul style="list-style-type: none"> ➤ Maintaining personal cleanliness & Hygiene Practices ➤ Carry out basic First Aid treatment/ notifying accident. ➤ Practicing Fire Safety measures ➤ Occupational hazards and safety norms. ➤ Good Housekeeping practices at all times. ➤ Simple Disaster Management & preventive measures for staff/ guests/ machines in the event of Earthquakes, Tsunami, etc. ➤ Checking for Pest, reporting and practice Pest control measures and waste disposal as per environmental laws. ➤ Introduction to Equipments used & their Operation in H.K. ➤ Identification of Linen / Uniforms / cleaning supplies. ➤ Laundry procedure of counting and sorting of Linen/ Uniforms. ➤ Basic stitching machine. ➤ First Aid/ Notifying Accidents. ➤ Basic care of plants. ➤ Fire Safety Measures ➤ Energy and Water Conservation ➤ Bed making ➤ Identification of furniture, fixtures and floor surfaces ➤ Cleaning of different types of furniture, fixtures and floor surfaces ➤ Cleaning and shampooing of Carpets ➤ Identification of Guest supplies and agents ➤ Water and Energy Conservation ➤ Individual Guest relationships and to fulfill their legitimate demands 	<ul style="list-style-type: none"> ➤ Apply Hygiene, Safety & security procedures when carrying out the task ➤ Practice good personal Hygiene & maintain good grooming standard. ➤ Understand the purpose & use of each cleaning supplies & equipment. ➤ Use basic communication Skills for courtesy & comprehension ➤ Types of Pests and Control. ➤ First Aid and its uses. ➤ Energy and Water Conservation ➤ ➤ Different types of rooms in hotel premises ➤ Different types of cleaning agents and supplies and their use ➤ Function of each agent ➤ Proper care and storage of cleaning Equipments ➤ Setting and emptying maid's Cart ➤ Stock taking
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Head Housemen cum Linen/ Uniform Room Supervisor

<ul style="list-style-type: none"> ➤ Caring for machinery and Equipments ➤ Stain removal. ➤ Laundry & dry cleaning procedure- ➤ Collection ➤ Sending ➤ Returning ➤ Other cleaning Service ➤ Proper storage 	<ul style="list-style-type: none"> ➤ Principles of cleaning followed by Housekeeper Staff. ➤ Floor supervisor functions. ➤ Care of frame, vases & other articles in the corridors, pantries, lobbies ➤ Different types of Carpets & its care, ➤ Energy and Water Conservation. ➤ Classification of Linen/ Uniforms as per the material ➤ Records to maintain while issuing & receiving Linen/ Uniforms. ➤ Principles of stain removal.
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	<ul style="list-style-type: none"> ➤ Par stock. ➤ Inventory Control. ➤ Laundry Operation. ➤ Energy and Water Conservation
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<u>Public Area Supervisor</u>	
<ul style="list-style-type: none"> ➤ Maintenance of furniture in Public areas ➤ Knowledge and care about Equipment ➤ Personality and communication Skills 	<ul style="list-style-type: none"> ➤ General principles of cleaning. ➤ Understand the purpose frequency of cleaning. ➤ Identify the areas included in maintaining the Guest rooms & Public areas. ➤ Identify the right cleaning agent for the task to be performed & know the dilution rate. ➤ lost and found procedures and Safety of property ➤ duty roaster management ➤ motivation and team leader Skills ➤ Energy and Water Conservation

Infrastructure Requirement: Actual Hotel setting

Note: -

- *One hour soft skill & spoken English classes to be conducted on daily basis.*

GENERAL INFORMATION

41. **Name of the Sector** : Hospitality
42. **Name of the Module** : HOSPITALITY ASSISTANT (GENERAL)
43. **Module No.** : HOS 705
44. **Duration of Craftsman Training** : 520 Hrs.
45. **Power Norms** : 4.0 KW
46. **Space Norm** : **i)** Work shop: 56 Sq. Meter
: **j)** Class Room: 30 Sq. Meter
47. **Entry Qualification** : Minimum 5th Standard & 14 years and above
48. **Unit Strength** : 20 Trainees
49. **Instructors/Trainer's Qualification** : **k)** NTC/NAC in the trade with three years' experience in the relevant field.
OR
: Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.
OR
: **l)** Degree in Hotel Management / Catering Technology with one year experience in the relevant field
- Desirable Qualification:** : Preference will be given to a candidate with Craft Instructor Certificate (CIC)
50. **Job Description/ Terminal Competency** □□□ : After successful completion of training, the person will be able to: -
➤ Assist in basic Hospitality Services in various departments of Hotels.
➤ Chopping, slicing, grinding of commodities (including meat and vegetables)
➤ Operate and upkeep domestic appliance and kitchen gadgets
➤ Dusting, sweeping, mopping, cleaning and scrubbing
➤ Use and upkeep crockery, linen, cutlery, glass ware.
➤ Tray, trolley and table layouts for tea, breakfast, lunch, dinner, party and beverages.
➤ Serve food and beverages

Syllabus for the Trade of “Hospitality Assistant (General)” Under MES Scheme

Practical Competencies	Knowledge (Theory)
<u>Hospitality Assistant (General)</u>	

<ul style="list-style-type: none"> ➤ Maintaining personal cleanliness & Hygiene Practices ➤ Carry out basic First Aid treatment/notifying accident. ➤ Practicing Fire Safety measures ➤ Occupational hazards and safety norms. ➤ Good Housekeeping practices at all times. ➤ Simple Disaster Management & preventive measures for staff/guests/machines in the event of Earthquakes, Tsunami, etc. ➤ Practice waste disposal as per environmental laws. ➤ Pest control measures. ➤ Field Survey ➤ Work Exposure ➤ Visit to Hotels ➤ Demonstration of Table layouts ➤ Exposure to Restaurants ➤ Acquaintance with Restaurant equipment ➤ Acquaintance with crockery/ Cutlery ➤ Demonstration of Table layout ➤ Familiarization with Beverages and alcohols ➤ Observation duties/dress code of Kitchen staff ➤ Observation of duties of Front office execution. ➤ Room keeping ➤ Hygiene requirements 	<ul style="list-style-type: none"> ➤ Introduction to Hotel Industry ➤ Types of Hotels ➤ Importance of grooming ➤ Hygiene in Hotels ➤ Inter personal Skills in Hospitality ➤ Customer relations ➤ Departments in Hotels ➤ Food & Beverages Department ➤ Coordination among all departments ➤ Organizational hierarchy ➤ Attributes of F & B Services ➤ Restaurant equipment ➤ Preparation of Services ➤ Handling Tasks ➤ Banquets ➤ Types of Services ➤ 1Room Service /room staff organization ➤ Control system ➤ Production ➤ Front office Reservations ➤ Types of Room ➤ Check in/out) ➤ Housekeeping Department ➤ Energy and Water Conservation
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Hospitality Assistant (Gen. II)

<ul style="list-style-type: none"> ➤ Familiarization with a modern house including kitchen, domestic appliances and gadgets. ➤ Demonstrate and make trainees practice on social skills, personal and job hygiene standards and courtesies required during employment. ➤ Practice of making and answering telephone calls. ➤ Practice on Operation and upkeep of electrical and electronic home appliances ,i.e., <ul style="list-style-type: none"> ● Vacuum Cleaner ● Washing Machines ● Motor Pumps ● Air Conditioners ● Geyser ● Electrical iron ● Steam press ➤ Identify, use handling and upkeep of Room and bathroom linen. ➤ Practice on dusting, sweeping, mopping and scrubbing etc, cleaning of various metals. ➤ A systematic way to clean various surfaces-daily, periodic and spring-cleaning. ➤ Practice of Room and Bed making 	<ul style="list-style-type: none"> ➤ Basic Etiquettes, manners and communication skills ➤ Awareness of their role in the household and introduction to layout and set up modern houses and facilities for contemporary homes. ➤ Appraisal of electrical, mechanical gas operated kitchen gadgets, their names, uses, up-keep, care and maintenance ➤ Knowledge of commodities-their classification, uses, do's and dont's for storage and their uses ➤ Knowledge of various surfaces -marble, granite, wood, metal and others-daily cleaning, periodic cleaning and spring cleaning ➤ Sanitation needs with reference to pests and their control and exhaust systems. ➤ Appraisal of food and beverage service equipment-furniture, crockery, cutlery, glass-ware, linen and miscellany with their names and uses ➤ Cleaning care and upkeep of various food-beverage service ware ➤ Basics of sequence of menu { not more than 4 courses appetizer, soup, main course and desserts classification of beverages [alcoholic and non-alcoholic] ➤ Basics of table, bar and tray set ups ready for service and clearance after service ➤ Classification of beverages
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<ul style="list-style-type: none"> ➤ Identification, use handling and upkeep of crockery, F&B Linen, Cutlery, Glassware and Miscellaneous ware. ➤ Demonstrate and practice cleaning methods for different types of crockery, cutlery, glassware and other table ➤ Practice of different Tray, Trolley and Table layouts for Tea, Breakfast, Lunch, Dinner and partly and beverage. ➤ Service of Food and Beverage items ➤ Demonstrate and practice how to set up side station/side boards and bar counters ready. ➤ Demonstrate and practice systematic ways of clearance of tables and trays after service is over. ➤ Simple Flower Arrangements. ➤ Handling and disposal of waste. ➤ Practice of First Aid Techniques ➤ Use of Fire Fighting equipments. 	<p>(Alcoholic and non alcoholic)</p>
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Hospitality Assistant (Kitchen & Service)

<ul style="list-style-type: none"> ➤ Familiarization with a modern house including kitchen, domestic appliances and gadgets. ➤ Practice on Operation and upkeep of electrical and electronic kitchen gadgets, i.e., <ul style="list-style-type: none"> • Vacuum Cleaner • Motor Pumps • Air Conditioners • Geyser • Microwave • Hotplate • Cooking range • Oven • Dish washer (manual machine) ➤ Practice on dusting, sweeping, mopping and scrubbing etc, cleaning of various metals. ➤ Identification, use handling and upkeep of crockery, F&B Linen, Cutlery, Glassware and Miscellaneous ware. ➤ Familiarization with various commodities used in kitchen and their uses ➤ Practice of chopping, slicing, grinding of commodities (including meat and vegetables). ➤ Refrigerating and storage of food and beverages-demonstrate and show what needs to be kept where and how during storage. ➤ Demonstrate and practice cleaning methods for different types of crockery, cutlery, glassware and other table ware. ➤ A systematic way to clean various surfaces-daily, periodic and spring cleaning. ➤ Practice of different Tray, Trolley and Table layouts for Tea, Breakfast, Lunch, Dinner and partly and beverage. ➤ Service of Food and Beverage items ➤ Demonstrate and practice how to set up side 	<ul style="list-style-type: none"> ➤ Related Basic Etiquettes, manners and communication skills Awareness of their role for food and beverage section of the household and introduction to layout and set up a modern kitchen and dining facilities for contemporary homes ➤ Appraisal of electrical, mechanical gas operated kitchen gadgets, their names, uses, up-keep, care and maintenance ➤ Appraisal of kitchen miscellany-pots and pans, knives and cookware for a modern home-their uses, care, upkeep and maintenance. ➤ Knowledge of various kitchen surfaces-marble, granite, wood, metal and others-daily cleaning, periodic cleaning and spring cleaning ➤ Knowledge of commodities-their classification, uses, do"s and don"t"s for storage and their uses ➤ Kitchen hygiene, sanitation needs with reference to pests and their control, garbage disposal and exhaust systems ➤ Awareness of various cooking methods in home style contemporary living standards ➤ Pre-preparation of foods-ready for cooking. ➤ Appraisal of food and beverage service equipment-furniture, crockery, cutlery, glass-ware, linen and miscellany with their names and uses ➤ Cleaning care and upkeep of various food-beverage service ware ➤ Basics of table, bar and tray set ups ready for service and clearance after service ➤ Basics of sequence of menu (no more than 4 courses appetizer, soup, main course and desserts) ➤ Classification of beverages <p style="text-align: center;">[Alcoholic and non-alcoholic] courtesies theory</p>
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<p>station/side boards and bar counters ready.</p> <ul style="list-style-type: none"> ➤ Demonstrate and practice systematic ways of clearance of tables and trays after service is over. ➤ Demonstrate and make trainees practice on social skills, personal and hob hygiene standards and courtesies required during employment. ➤ Handling and disposal of waste. ➤ Practice of making and answering telephone calls ➤ Practice of First Aid Techniques ➤ Use of Fire Fighting equipments. 	<p>inputs in local language.</p>
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Note: -

- *One hour soft skill & spoken English classes to be conducted on daily basis.*

**List of Tools & Equipment
For a batch of 20 trainees + 1 Instructor**

S. No.	Name of the Item	Quantity
1.	<u>Containers</u>	
2.	Chauffer maid's trolley	2 Nos.
3.	Dust Pans	10 Nos.
4.	Buckets/tubs	20 Nos.
5.	Mugs	20 Nos.
6.	Dustbins	2 Nos.
7.	Mop buckets	2 Nos.
8.	Spray cans for glass cleaning	20 Nos.
9.	Containers for storing materials and equipments (cup board with 10 selves)	2 Nos.
	<u>Brooms and Brushes</u>	
1.	Soft brooms/hard brooms	5 Nos.
2.	Carpet brushes-shampooing and dusting	5 Nos.
3.	Upholstery brush	5 Nos.
4.	Scrubbing brush (floors)	5 Nos.
5.	Shoe polishing brush	2 Nos.
6.	W.C. brush	2 Nos.
7.	Wall Brush	2 Nos.
8.	Long handle fringe mops	5 Nos.
9.	Long handle mops dry	5 Nos.
10.	Long handle mops dusting brush	5 Nos.
11.	Long handle mops scrubbing brush	5 Nos.
12.	Bottle brushes	5 Nos.
13.	Cloths scrubbing brush	5 Nos.
14.	Sponges	5 Nos.
15.	Steel wool	5 Nos.
16.	Nylon scrubbers (soft)	5 Nos.
17.	Cotton pads	20 Nos.
18.	Blotting paper	20 Nos.
	<u>Cleaning and Polishing Cloths</u>	
1.	Duster - 50 cm x 50 cm.	20 Nos.
2.	Hand mops - 50 cm x 50 cm	20 Nos.
3.	Yellow polishing cloths	20 Nos.
4.	Glass cloths	5 Nos.
5.	Magnetic glass	5 Nos.
6.	<u>Mechanical Equipment</u>	
7.	Vacuum cleaner (small and large) domestic only	1 No. each
8.	Floor scrubber/polisher	5 Nos.
9.	Carpet shampooing machine	1 No.
10.	Ordinary step ladders of different heights	2 Nos.
11.	Washing machine domestic	1 No.
12.	Iron/electric iron	2 Nos.
13.	Exhaust fan	2 Nos.
14.	Sinks for washers	5 Nos.
15.	Metal stand for drying cloths	5 Nos.
16.	Water filter and purifier	2 Nos. each
17.	Geyser	1 No.
18.	Refrigerator (domestic)	1 No.
19.	Electrical accessories (i.e. fan, light etc.)	2 Nos. each

	<u>Cleaning Material</u>	
20.	Detergent	As per requirement

21.	Deodorants	
22.	Anti-septic	
23.	Disinfectants	
24.	Room fresheners	
25.	Carpet shampooing lotions	
26.	Common stain removal agents	
27.	Polishing agents	

GENERAL INFORMATION

•	Name of the Sector	: Hospitality
•	Name of the Module	: House Hold Services (General)
•	Module No.	: HOS 706
•	Duration of Craftsman Training	: 544 Hrs.
•	Power Norms	: 4.0 KW
•	Space Norm	: Work shop: 56 Sq. Meter : Class Room: 30 Sq. Meter
•	Entry Qualification	: Minimum 5 th Standard & 14 years and above
•	Unit Strength	: 20 Trainees
•	Instructors/Trainer's Qualification	:) NTC/NAC in the trade with three years' experience in the relevant field. OR : Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field. OR Degree in Hotel Management / Catering Technology with one year experience in the relevant field
•	Desirable Qualification:	: Preference will be given to a candidate with Craft Instructor Certificate (CIC)
•	Job Description/ Terminal Competency □ □ □	: After successful completion of training, the person will be able to: - Basic Common Competencies ➤ Read basic information and calculations during routine household tasks ➤ Communicate clearly to complete household tasks ➤ Maintain personal health and safety in the household worker environment ➤ Maintain the security of the household ➤ Safely operate basic household equipment ➤ Responsibly dispose household waste Specific Competencies ➤ Clean household and equipment and maintain kitchen ➤ Assist in the organization and basic preparation of food ➤ Maintain and launder clothes and household linen ➤ Safely and correctly store household provisions ➤ Clean washroom

Practical Competencies	Knowledge (Theory)
<ul style="list-style-type: none"> ➤ Basic information and calculations during routine household tasks ➤ Communication skills to clearly to complete household tasks ➤ Personal health and safety ➤ Maintain health and safety in the household worker environment ➤ Maintain the security of the household ➤ Safely operate basic household equipment ➤ Clean household and equipment ➤ Clean and maintain kitchen ➤ Assist in the organisation and basic preparation of food ➤ Maintain and launder clothes and household linen ➤ Safely and correctly store household provisions ➤ Responsibly dispose household waste ➤ Clean washroom 	<ul style="list-style-type: none"> ➤ Knowledge in this area is of an introductory nature with minimal analysis. ➤ Knowledge of different symbols and what they represent ➤ Different communication styles ➤ Work ethics and ethical behaviour ➤ Understanding of the uses for various first aid items ➤ Knowledge of who to contact in different emergency situations ➤ Understanding the need for routine medical check ups ➤ Understand how to protect self and others from HIV and Hepatitis ➤ Understanding of the legal rights of Household Helpers ➤ Knowledge of the effects of drugs and alcohol ➤ Knowledge of self defence and avoiding dangerous situations ➤ Storage of dangerous items ➤ Security procedures for household and dealing with strangers ➤ Safe use of chemicals, cleaning agents, and pesticides ➤ Hygiene, health and safety regulations, and environmental considerations ➤ Fire fighting information ➤ Pest control – different pests and their methods of control ➤ Water conservation ➤ Energy conservation ➤ Basic knowledge of operating household cleaning equipment and consumables ➤ Basic knowledge of household cleaning chemicals ➤ Basic knowledge of special care required for maintenance of consumables/provisions at different temperatures / environment ➤ Knowledge of pre-storage techniques (maintain provisions by roasting, drying etc) ➤ Food safety – safe food handling and storage ➤ Knowledge of methods for segregating waste and maintaining them separately for disposal ➤ Police Identification processes ➤ Knowledge of safe household chemical combinations and uses ➤ Knowledge of health and safety issues regarding working in a household setting ➤ Basic maths, including weights and measures ➤ Knowledge of emergency procedures for different situations ➤ Knowledge of etiquette styles for different situations ➤ Knowledge of and basic skills in active listening and assertiveness ➤ Knowledge of personal health and hygiene requirements ➤ Knowledge of safe food handling ➤ Basic knowledge of infection / contamination control ➤ Knowledge of safe lifting and manual handling

	<p>practices</p> <ul style="list-style-type: none"> ➤ Knowledge of emergency contact numbers and emergency procedures ➤ Knowledge of methods to secure and maintain household security ➤ Knowledge of the importance of privacy of information ➤ Basic knowledge of different security systems ➤ Knowledge of the importance of scheduling activities ➤ Knowledge of environmental issues surrounding the disposal of household waste ➤ Knowledge of the safe use of chemicals in a food preparation area ➤ Safe chemical handling and storage ➤ Knowledge of what can and cannot be recycled ➤ Safe pest control methods
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Note: -

- *One hour soft skill & spoken English classes to be conducted on daily basis.*

Infrastructure Requirements:

- Some of the following cookery equipment will be required:
- Electric, gas or induction ranges
- Ovens, including combo ovens
- Microwaves
- Grills and griddles
- Deep fryers
- Salamanders
- Food processors
- Blenders
- Mixers
- Slicers
- Tilting frying pan, brat pan
- Steamers.
- Some of the following household equipment will be required:
- Refrigerator
- Washing machine
- Mixers and grinders
- Television
- Vacuum cleaner
- Water purifier
- Air conditioner
- Desert cooler
- Lights and fans
- Immersion rods and geysers
- Miniature Circuit Breakers (MCBs)
- Fire extinguishers
- Trainer Manual and Assessor Manual.

GENERAL INFORMATION

1. **Name of the Sector** : Hospitality
2. **Name of the Module** : BAKER
3. **Module No.** : HOS
4. **Duration of Craftsman Training** : 520 s.
5. **Power Norms** : 4.0 KW
6. **Space Norm** : **m)** Work shop: 56 Sq. Meter
: **n)** Class Room: 30 Sq. Meter
7. **Entry Qualification** : Minimum 10th Standard & 14 years and above
8. **Unit Strength** : 20 Trainees
9. **Instructors/Trainer's Qualification** : **o)** NTC/NAC in the trade with three years' experience in the relevant field.
OR
: **p)** Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.
OR
: **q)** Degree in Hotel Management / Catering Technology with one year experience in the relevant field
- Desirable Qualification:** : Preference will be given to a candidate with Craft Instructor Certificate (CIC)
10. **Job Description/ Terminal Competency** : Candidates would be able to work in the Kitchen of a small scale hotel/restaurant of various cuisines. He/ She would be able to establish their own Fast-Food centres with knowledge of preparing common dishes. He/ She would be able to assist the Head Cook/Chef in preparation of food. Identify, select, use and store tools, equipment's and materials used in Bakery in a safe manner. Candidates would be able to work in the Kitchen of a small scale Hotel / Restaurant.

Sector : Hospitality

Module : **FOOD PRODUCTION-BAKER**

Code : **HOS107**

Duration : 520 hrs.

Practical Competencies	Knowledge (Theory)
<p><u>Semester-I –Assistant Cook</u></p> <ul style="list-style-type: none">• Maintaining personal cleanliness & Hygiene Practices• Carry out basic First Aid treatment/notifying accident.• Practicing Fire Safety measures• Occupational hazards and safety norms.• Good Housekeeping practices at all times.• Simple Disaster Management & preventive measures for staff/guests/machines in the event of Earthquakes, Tsunami, etc.• Practice waste disposal as per environmental laws.• Pest control measures.• Cleaning the Kitchen or Food areas, utensils and relevant equipments• Basic cleaning Material• Pest control measures• disposal of waste as per environmental laws ,energy and water Conservation • Transfers, weighs & check supplies• Assists cook in preparing Ingredients for Cooking and making simple • preparation like sandwiches, salad, savories etc• Food preservation/storage/Service• Knowledge about identification and selection of material& equipment• Basic Knowledge of Methods of Cooking and cutting• Opening and closing of Kitchen	<p><u>Semester-I –Assistant Cook</u></p> <ul style="list-style-type: none">• Safety rules in Kitchen• Basics of Personal Hygiene• Energy and Water Conservation• Knowledge about Kitchen equipment and familiarization of their handling in the Kitchen• Different section in the Kitchen• Kitchen organization• Safety rules for using knives.• Information on Mise en place• Foundation Ingredients and their properties and characteristics• Classification of Raw Materials. Perishable and Non-perishable• Preservation /storage /Service of Food• Seasoning & flavouring agent• Accompaniments & Garnishes

Semester-II – Cook Baker

- Use of protective clothing and boots
- Maintain personal cleanliness & Hygiene
- Carry out basic first aid treatment/notifying accident.
- Practice fire safety measures
- Simple Disaster Management & preventive measures for staff/ guests/ machines in the event of Earthquakes, Tsunami, etc.
- Identify tools, equipments and
- Safety precautions, use of protective clothing and elementary first aid.
- Importance of personal cleanliness & Hygiene materials used in bakery
- Apply good house keeping practices, proper handling of materials and disposal of waste, follow statutory regulations.
- Store/lay and use materials at work in safe manner
- Use and store tools and equipments in a safe manner
- Select proper tools, equipment and material for a particular task
- Check quality of raw materials as per standards
(Materials : flour, fat, bakers yeast, cream, sugar and salt)
- Produce plain bread, fermented bread, protein rich bread and special breads
- Produce different types of biscuits and cookies
- Produce different types of cakes
- Produce different types of icings
- Prepare vegetable patties
- Test quality of products made
- Maintenance and care of equipment
(Equipment: flour mill, mixer, molding machines, oven balance,

Selection and correct use of tools and equipment packing machines)
- Pack and seal given food products
(Products: breads, biscuits, cookies, cakes, patties)
- List out the materials required for the given product
- Estimate cost of materials required
- Estimate man power and time required for completing the work
- Estimate labour cost, overheads and cost of utilities (Power, water)
- Estimate the total cost involved in production of a product.
- Identify the possible agencies and other

Semester-II – Cook Baker

- Safety precautions, use of protective clothing and elementary first aid.
- Importance of personal cleanliness & Hygiene
- Reasons for carrying out good housekeeping practices
- Functions and uses of various tools, equipment and materials.
- Care and use of tools, equipment and materials used in bakery
- Selection and correct use of tools and equipment
- Proper handling and correct use of hand tools
- Different types of bakery products and their uses.
- Quality standards and testing of raw materials and product
- Types of flours for the bakery products
- Quality of flour for the production of bakery items
- Different types of breads and their uses. Ingredients, tools and equipment used in bread production. Method for bread production. Factors affecting the quality of product.
- Different types of biscuits and cookies. Ingredients, tools and equipment used in biscuit and cookies production. Method for biscuit production. Factors affecting the quality of product.
- Different types of cakes. Ingredients, tools and equipment used in cake production. Method for cake production. Factors affecting the quality of product.
- Different types of icings and their uses. Ingredients, tools and equipment used in icing production. Method for icing production. Factors affecting the quality of product.
- Ingredients, tools and equipment used in production of vegetable patties. Method for production of vegetable patties. Factors affecting the quality of product.
- Importance and methods of storage and packaging for bakery items and

<p>customers, who can purchase. Make a comparative study of the rates of other suppliers. Prepare a label according to requirement.</p>	
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NAME OF TOOLS AND EQUIPMENT

Sl. No,	NAME OF THE ITEMS	QUANTITY
1.	Large bakery oven	1 No.
2.	Dough mixing machine	1 No.
3.	Working Table (4 boys working on a table)	5 Nos.
4.	Chopping Board	10 Nos.
5.	LP Gas cooking range (oven+griller)	2 Nos.
6.	Cooking range (high)	2 Nos.
7.	Refrigerator (165 litre)	1 No.
8.	Mixing machine	1 No.
9.	Weighing machine (medium size)	1 No.
10.	Fry Pan (medium and large) 5 each size	10 Nos.
11.	Kadai (Small and medium) 2 each size	4 Nos.
12.	Salad bowl(small medium) 4 each size	8 Nos.
13.	Tawa Medium	5 Nos.
14.	Wok (Chinese kadai)(small & medium)	6 Nos.
15.	Rolling pin and rolling base	5 sets
16.	Ladle (Soup,, Fry, Steak, Table) 5 each	20 Nos.
17.	Wooden Spoon	8 Nos.
18.	Aluminium tray (Medium and large 5 each size	10 Nos.
19.	Baking tray	6 Nos.
20.	Bread mould	6 Nos.
21.	Cake mould (medium size)	6 Nos.
22.	Strainer	4 Nos.
23.	Sauce pan	6 Nos.
24.	Measuring jar	2 Nos.
25.	Jelly mould	6 Nos.
26.	Wash basin	4 Nos.
27.	Non stick pan	4 Nos.
28.	Godrej Cupboard	2 Nos.
29.	Sundry equipment	As required
30.	Black Board	1 No.
31.	Trainee Lockers	(for 20 trainees)
32.	Library books	As required
33.	Proper electric & gas connection	As required
34.	Instructor table & chair	1 No. each
35.	Trainees table and chair	(for 20 trainees)

<u>GENERAL INFORMATION</u>		
1.	Name of the Sector	: Hospitality
2.	Name of the Module	: BARTENDER
3.	Module No.	:
4.	Duration of Craftsman Training	: 520 Hrs.
5.	Power Norms	: 4.0 KW
6.	Space Norm	: o) Work shop: 56 Sq. Meter
		: p) Class Room: 30 Sq. Meter
7.	Entry Qualification	: Minimum 8 th Standard & 18 years and above
8.	Unit Strength	: 20 Trainees
9.	Instructors/Trainer's Qualification	: r) NTC/NAC in the trade with three years' experience in the relevant field.
		OR
		: Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.
		OR
		: s) Degree in Hotel Management / Catering Technology with one year experience in the relevant field
	Desirable Qualification:	: Preference will be given to a candidate with Craft Instructor Certificate (CIC)
10.	Job Description/ Terminal Competency	: Successful candidates would be able to: 1. Work as a Bar Tender 2. Prepare Cocktail and Mock tail 3. Serve wine, beer and spirits at right temperature 4. Serve Non-alcoholic Beverage 5. Take Beverage order 6. Do Bar Inventory

Practical Competencies	Knowledge (Theory)
<ul style="list-style-type: none"> ➤ Maintaining personal cleanliness & Hygiene practices. ➤ Carry out basic First Aid treatment / notifying accident. ➤ Practicing Fire Safety measures. ➤ Occupational hazards and safety norms. ➤ Good Housekeeping practices at all times. ➤ Simple Disaster Management & preventive measures for staff / guests / machines in the event of Earthquakes, Tsunami, etc. ➤ Practice waste disposal as per environmental laws. ➤ Pest control measures. ➤ Napkin folding / how to lay table cloth / carrying Cutlery. ➤ Changing & laying of Table cloth. ➤ How to use the Tray, Tray carrying position, how to lay the Tray for breakfast / Room service. ➤ Arrangement and preparation of Side Board & Service Table ➤ How to place order to the Kitchen and bar. ➤ Arrangement of silver according to the menu on the table. ➤ Service of Breakfast / Lunch, Dinner, Buffet Service ➤ Service of Wines & Alcoholic Beverages, Knowledge of glasses ➤ Closing the Restaurant- soiled Linen removal / preparation of Restaurant for next Service period, preparation of checklist. ➤ Flambé Dishes (preparation). ➤ A – la – carte Cover and types of Services. ➤ Table – de hotel cover and breakfast cover. 	<ul style="list-style-type: none"> ➤ Practice good personal Hygiene & maintain good grooming standards ➤ GMP ➤ Knowledge about equipment used in Bar and Restaurant ➤ How to handle waste? ➤ The Restaurant. ➤ Meaning of Muse on Place “Walk through from Start to Close”. ➤ Laying of cover cloth ➤ Table Set – up ➤ Common Sauces and their Basic Ingredients. ➤ Salads with recommended Dressings. ➤ Food & Their accompaniments. ➤ Understanding of menu items. ➤ Method of cooking food.(Basic) - Boiling, Steaming, Braising, Grilling, Steering, broiling, baking ➤ Breakfast continental, English Breakfast ➤ American Breakfast(Components) ➤ Energy and water conservation Theory on Mock tails ➤ Buffet and banquets – types Service of breakfast / lunch, dinner, Buffet service. ➤ Types of Non-alcoholic Beverages & their service. ➤ Spirits & Liquors – Gin / Brandy / Rum & Beer (Draught / Bottled Beer). ➤ Guerdon ➤ Personality development, attitude, behaviour & values. ➤ The importance of team works in hospitality.
<ul style="list-style-type: none"> ➤ Maintaining personal cleanliness & Hygiene Practices ➤ Carry out basic First Aid treatment/ notifying accident. ➤ Practicing Fire Safety measures ➤ Occupational hazards and safety norms. ➤ Good Housekeeping practices at all times. ➤ Simple Disaster Management & preventive measures for staff/ guests/ machines in the event of Earthquakes, Tsunami, etc. ➤ Practice waste disposal as per environmental laws. ➤ Pest control measures ➤ Garnishes for Cocktail. ➤ Order taking Service & Cocktail of: <ul style="list-style-type: none"> ▪ Whisky ▪ Brandy ▪ Gin ▪ Vodka ▪ Tequila ➤ Service of spirits and beers ➤ Computerized inventory and billing procedures 	<ul style="list-style-type: none"> ➤ Production & Brand Names of: <ul style="list-style-type: none"> ▪ Beer ▪ Whisky ▪ Brandy ▪ Gin ▪ Rum ▪ Vodka ▪ Tequila ➤ Storage of Beverages ➤ Accompaniments and snacks ➤ Energy and Water Conservation
<ul style="list-style-type: none"> ➤ Have a desire to enhance his capabilities knowing the Importance of English in the world market. ➤ Basic understanding of how, why, where and wherefore of his/her specific task. ➤ Practical through groups discuss, role-play, Debates, Education to develop fluency in communication. 	<ul style="list-style-type: none"> ➤ Basic grammar specific to communication. ➤ Learn to speak intelligently with customers, vendors and sales people. ➤ Learn through role-play exact conversation in English. ➤ Enable profession in the language with foreign / local accent.

<ul style="list-style-type: none"> ➤ Practicing body language as a communication medium 	<ul style="list-style-type: none"> ➤ Learn to write words and correct sentences and practice the same. ➤ Enable the participants to start the process of communicating on the job with clients / customers.
<ul style="list-style-type: none"> ➤ Developing the ability to work with a team ➤ Developing team spirit among colleagues ➤ Practicing effective communication with colleagues ➤ Good knowledge of menu & product knowledge, restaurant layout designs. ➤ Be well groomed, smart and positive through knowledge of restaurant fast service and co-ordination of the team members. ➤ First Aid. ➤ Emergency Handling. 	<ul style="list-style-type: none"> ➤ The attitude of a good steward, captain. ➤ New innovative way of restaurant layout and its organization. ➤ Principle staff of restaurant. ➤ Kitchen Staff. ➤ Procedure and document to be followed at work eye for detail and close supervisor pre and post checks regularly for high standards. ➤ Learning to generate positive attitudes in team; building an effective team. ➤ Personality Development. ➤ Communicative English for Restaurant purpose. ➤ GMP (Good Manufacturing Practices) ➤ HACCP

Trade: Bartender

List of Tools & Equipment Trainees Tool Kit for 20 Trainees + One Instructor

S. No.	Description	Quantity
1.	Well Established hotel / restaurant / bar	

Infrastructure Requirement: Actual Hotel setting

GENERAL INFORMATION

1.	Name of the Sector	:	Hospitality
2.	Name of the Module	:	Bell Boy
3.	Module No.	:	HOS
4.	Duration of Craftsman Training	:	520 Hrs.
5.	Power Norms	:	4.0 KW
6.	Space Norm	:	q) Work shop: 56 Sq. Meter
		:	r) Class Room: 30 Sq. Meter
7.	Entry Qualification	:	Min 8th STD pass. & 16 years and above
8.	Unit Strength	:	20 Trainees
9.	Instructors/Trainer's Qualification	:	t) NTC/NAC in the trade with three years' experience in the relevant field.
			OR
		:	Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.
			OR
		:	u) Degree in Hotel Management / Catering Technology with one year experience in the relevant field
	Desirable Qualification:	:	Preference will be given to a candidate with Craft Instructor Certificate (CIC)
10.	Job Description/ Terminal Competency	:	Successful candidates would be able to handle Guest luggage on arrival and departure, explain various Controls in the room to the Guest. Check the Guest room on departure, page Guest. Shift Guest luggage. Process the discrepancy report. Handle left luggage. Handle new postage and paper.

Practical Competencies	Under pinning Knowledge (Theory)
<p>Maintaining personal cleanliness & Hygiene Practices Carry out basic First Aid treatment/notifying accident.</p> <p>Practicing Fire Safety measures Occupational hazards and safety norms.</p> <p>Good Housekeeping practices at all times.</p> <p>Simple Disaster Management & preventive measures for staff/guests/machines in the event of Earthquakes, Tsunami, etc.</p> <p>Practice waste disposal as per environmental laws.</p> <p>Pest control measures</p> <p>Knowledge about bell desk Equipment's and familiarization of their handling in the Front office.</p> <p>Page Guest shifting Guest baggage.</p> <p>Handles left luggage.</p> <p>Processing housekeeping Discrepancy</p> <p>Handling postage and daily newspapers.</p>	<p>Guest arrival procedure.</p> <p>Guest departure procedure.</p> <p>Basic Front office terminology.</p> <p>Energy and Water Conservation.</p> <p>Lobby hierarchy.</p> <p>Scanty baggage procedure</p> <p>Job description of a Bellboy.</p>

Tools and equipment's needed for training 20 candidates

1. Bell stand
2. Visitors lounge
3. Wide door similar to a star hotel entrance

<u>GENERAL INFORMATION</u>		
1.	Name of the Sector	: Hospitality
11.	Name of the Module	: Food and Beverages Service
12.	Module No.	: HOS
13.	Duration of Craftsman Training	: 544 Hrs.
14.	Power Norms	: 4.0 KW
15.	Space Norm	: s) Work shop: 56 Sq. Meter
		: t) Class Room: 30 Sq. Meter
16.	Entry Qualification	: Minimum 5th Standard & 14 years and above
17.	Unit Strength	: 20 Trainees
18.	Instructors/Trainer's Qualification	: v) NTC/NAC in the trade with three years' experience in the relevant field.
		OR
		: Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.
		OR
		: w) Degree in Hotel Management / Catering Technology with one year experience in the relevant field
	Desirable Qualification:	: Preference will be given to a candidate with Craft Instructor Certificate (CIC)
19.	Job Description/ Terminal Competency	: Successful candidates would be able to do the: <ol style="list-style-type: none"> 1. Basic Service in Restaurant or Bar. Mise-en-place and Mise-en-scene of Restaurant or Bar Stocking of Hard/Soft Beverages. 2. Welcome Guest, Take Reservation for Restaurant, Escort Guest to their respective Table, Present Menu Cards, Take order and to do the Service of Food and Beverage, Work as a Steward. /Waiter 3. Work as a Bar. Clearing of Table. Maintain the Restaurant/Bar. Prepare Tender. Prepare Cocktail and Mock tail, Serve wine, beer and spirits at right temperature, Serve Non-alcoholic Beverage, Take Beverage order, Do Bar Inventory

Practical Competencies	Knowledge (Theory)
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<p><u>Semester-I – Assistant Waiter/Barmen</u></p> <ul style="list-style-type: none"> • Maintaining personal cleanliness & Hygiene Practices • Carry out basic First Aid treatment/notifying accident. • Practicing Fire Safety measures • Occupational hazards and safety norms. • Good Housekeeping practices at all times. • Simple Disaster Management & preventive measures for staff/guests/machines in the event of Earthquakes, Tsunami, etc. • Practice waste disposal as per environmental laws. • Pest control measures. • Napkin folding/how to lay Table cloth/carrying Cutlery • Handling, upkeep and polishing of silver, Cutlery and crockery • How to use Service cloth, carrying of plates, clearing of plates & Cutlery • Miser-en-scene & Place-en-place • A-la-Carte Cover and Service of different type of Food like Chinese etc. • Table-de-hote Cover • Breakfast Covers • Basic of Cocktails and Mock tails • Service of alcoholic & Non-alcoholic drinks. • Attitude and Behavior • Personality appearance, communication skill and customer dealing, Guest complaint handling • Disposal of Waste material 	<p><u>Semester-I – Assistant Waiter/Barmen</u></p> <ul style="list-style-type: none"> • Knowledge about various types of Equipments used in the Restaurants and Bars. Apprising and drawing of Cutlery, Glassware, Linen, Hygiene handling of the same • General idea about the functioning of Pantry/ still room/side Board in the Hotel/Restaurant. The Restaurant • The Menu – types of Menu, course of Menu, Uses of Menu Card. • Rules for laying a Table / Rules for Waiting at the Table/Dos and Don'ts for a Waiter. • Common Sauces and their Basic Ingredients. • Salads with recommended Dressings • Food & Their Accompaniments. • Method of Cooking Food. (Basic) • Breakfast • Energy and Water Conservation. • Buffet and banquets. • Service of breakfast/ Lunch, Dinner, Buffet Service. • Types of Non-alcoholic Beverages & their Service. • Spirits & liqueurs –Gin/Brandy/Rum & Beer (Draught/Bottled beer) • Guerdon Service
<p><u>Semester-II – Steward/Waiter.</u></p> <ul style="list-style-type: none"> • Knowledge about the type of Cutlery & Crockery/glassware to be used with what type of Dish. • How to use the Tray, Tray carrying position, how to lay the Tray for breakfast • Arrangement and preparation of Side Board & Service Table • How to place order to the Kitchen and Bar • Arrangement of silver according to the Menu on the table • Service of Breakfast/Lunch, Dinner, Buffet Service • Service of Wines & Alcoholic Beverages, Knowledge of glasses • Basic Cocktails & Mock tails • Closing the Restaurant-soiled Linen removal/preparation of Restaurant for next Service period, preparation of checklist. • Flambé Dishes (preparation) • A –la- carte Cover and types of Services • Table – de hotel Cover and breakfast Cover 	<p><u>Semester-II – Steward/Waiter.</u></p> <ul style="list-style-type: none"> • Knowledge about various types of Equipments used in the Restaurants and Bars. Apprising and drawing of Cutlery, Glassware, Linen, Hygiene handling of the same • General idea about the functioning of Pantry/ still room/side Board in the Hotel/Restaurant. The Restaurant • The Menu – types of Menu, course of Menu, Uses of Menu Card. • Rules for laying a Table / Rules for Waiting at the Table/Dos and Don'ts for a Waiter. • Common Sauces and their Basic Ingredients. • Salads with recommended Dressings • Food & Their Accompaniments. • Method of Cooking Food. (Basic) • Breakfast • Energy and Water Conservation. • Buffet and banquets. • Service of breakfast/ Lunch, Dinner, Buffet Service. • Types of Non-alcoholic Beverages & their Service. • Beer • (Draught/Bottled beer) • Guerdon Service
<p><u>Semester-III – Bar Tender</u></p>	<p><u>Semester-III – Bar Tender</u></p>

<ul style="list-style-type: none"> • Maintaining personal cleanliness & Hygiene Practices • Carry out basic First Aid treatment/notifying accident. • Practicing Fire Safety measures • Occupational hazards and safety norms. • Good Housekeeping practices at all times. • Simple Disaster Management & preventive measures for staff/guests/machines in the event of Earthquakes, Tsunami, etc. • Practice waste disposal as per environmental laws. • Pest control measures. • Garnishes for Cocktail. • Order taking Service & Cocktail of whisky. • Order taking Service & Cocktail of Brandy. • Order taking Service & Cocktail of Gin. • Order taking Service & Cocktail of Rum. • Order taking Service & Cocktail of Vodka. • Order taking Service & Cocktail of Tequila. • Service of spirits and beers • Computerized inventory and billing procedures 	<ul style="list-style-type: none"> • Beer-Production-Brand Names • Whisky-Production-Brand Names • Brandy-Production-Brand Names • Gin-Production-Brand Names • Rum-Production-Brand Names • Vodka-Production-Brand Names • Tequila-Production-Brand Names • Storage of Beverages • Accompaniments and snacks • Energy and Water Conservation.
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Sl. No.	NAME OF THE ITEMS	QUANTITY
1	Jugs	6 Nos.,
2	Glasses	24 Nos.
3	Spoons	24 Nos.
4	Plates Full/Half/Quarter	36 Nos.
5	Mixer Grinder Juicer	1 No.
6	Weighing Machine	1 No.
7	Refrigerator	1 No.
8	Cookers of Different Sizes	3 Nos.
9	Iron Sieves Different types	05 Nos.
10	Pitchers different sizes	2 Nos.
11	Tooka for Chopping Sarso Sagg	1 No.
12	Datree (Sickle)	1 No.
13	Tawa	3 Nos.
14	Tea Pan	3 Nos.
15	Lemon Squeezer	1 No.
16	Dust Bins	3 Nos.
17	Chapati Box	2 Nos.
18	Buckets of Different Sizes	4 Nos.
19	Mugs, mixers, stirrer,	4 Nos.
20	Library books	As required
21	Proper electric & gas connection	As required
22	Instructor table & chair	1 No. each
23	Trainees table and chair	(for 20 trainees)
24	Crockery of all types for restaurant and Bar	
25	Bar table	
26	Bar set	

<u>GENERAL INFORMATION</u>		
1.	Name of the Sector	: Hospitality
20.	Name of the Module	: FRONT OFFICE CUM RECEPTIONIST
21.	Module No.	: HOS
22.	Duration of Craftsman Training	: 520 Hrs.
23.	Power Norms	: 4.0 KW
24.	Space Norm	: u) Work shop: 56 Sq. Meter
		: v) Class Room: 30 Sq. Meter
25.	Entry Qualification	: Minimum 10th Standard & 14 years and above
26.	Unit Strength	: 20 Trainees
27.	Instructors/Trainer's Qualification	: x) NTC/NAC in the trade with three years' experience in the relevant field.
		OR
		: y) Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.
		OR
		: z) Degree in Hotel Management / Catering Technology with one year experience in the relevant field
	Desirable Qualification: Preference will be given to a candidate with Craft Instructor Certificate (CIC)	
28.	Job Description/ Terminal Competency	: 1. Successful candidates would be able to handle Guest luggage on arrival and departure, explain various Controls in the room to the Guest. Check the Guest room on departure, page Guest. Shift Guest luggage. Process the discrepancy report. Handle left luggage. Handle new postage and paper. 2. Successful candidates would be able to handle Reservation, amendments and cancellations. Do Reservation charts, room allocation. Maintain Guest history Cards handle incoming and outgoing calls on the EPABX. Handle in house calls. Transfer calls. Maintain various register used in telephone exchange. Successful candidates would be able to maintain arrival and departure register. Greet and welcome Guest on arrival. Fill the registration Card, calculate room position. Give information to the Guest about the hotel and any other information the Guest wants. Take messages for Guest. Handle Guest enquires and complaints. 3. Successful candidates would be able to:- 1) Maintain cleanliness and attractiveness of the Guest floors and Public areas 2) Function as a night supervisor in case of emergency. 3) Supervise the lower staff. 4) Prepare reports.

FRONT OFFICE CUM RECEPTIONIST

Sector : Hospitality

Module : FRONT OFFICE CUM RECEPTIONIST

Code :

Entry Qualification: Minimum 10th Standard & 14 years and above

Duration : 520 hrs.

Practical Competencies	Knowledge (Theory)
<p><u>Semester-I – Bellboy</u></p> <ul style="list-style-type: none"> • Maintaining personal cleanliness & Hygiene Practices • Carry out basic First Aid treatment/notifying accident. • Practicing Fire Safety measures • Occupational hazards and safety norms. • Good Housekeeping practices at all times. • Simple Disaster Management & preventive measures for staff/guests/machines in the event of Earthquakes, Tsunami, etc. • Practice waste disposal as per environmental laws. • Pest control measures. • Knowledge about bell desk Equipment's and familiarization of their handling in the Front office. • Page Guest shifting Guest baggage. • Handles left luggage. • Processing housekeeping discrepancy. • Handling postage and daily newspapers. 	<p><u>Semester-I – Bellboy</u></p> <ul style="list-style-type: none"> • Guest arrival procedure. • Guest departure procedure. • Basic Front office terminology. • Energy and Water Conservation. • Lobby hierarchy. • Scanty baggage procedure. • Job description of a Bellboy.
<p><u>Semester-II –Reservation Asst.&Telephone Asst.</u></p> <ul style="list-style-type: none"> • Fill registration Card • Calculate room position • Give information to the Guest • Take down messages for the Guest • Handle Guest enquiries and complaints • Knowledge local laws and practices • Handling high profile guests like head of the States and Countries 	<p><u>Semester-II Reservation Asst.&Telephone Asst.</u></p> <ul style="list-style-type: none"> • Job description of a receptionist • Department the receptionist co-ordinates with • Front office introduction • Energy and Water Conservation • Qualities of Front office staff • Front office organizational hierarchy • Information: <ol style="list-style-type: none"> 1. Maintain alphabetical index. 2 .Receive messages. 3. Control Guest room key 4. Awareness about simple language translations

<p>Semester-III – PUBLIC AREA SUPERVISOR</p> <ul style="list-style-type: none"> • Maintenance of furniture's in Public areas • Knowledge and care about Equipment's • Personality and communication Skills 	<p>Semester-III – PUBLIC AREA SUPERVISOR</p> <ul style="list-style-type: none"> • General principles of cleaning • Understand the purpose frequency of cleaning • Identify the areas included in maintaining the
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	<p>Guest rooms & Public areas.</p> <ul style="list-style-type: none">• Identify the right cleaning agent for the task to be performed & know the dilution rate• lost and found procedures and Safety of property• duty roaster management• motivation and team leader Skills• Energy and Water Conservation
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Infrastructure Requirement:

A full fledge hotel lobby with front office desk, computer, phone, internet, PBX system and allied equipment's.