



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

COMPETENCY BASED CURRICULUM

CATERING & HOSPITALITY ASSISTANT

(DURATION: ONE YEAR)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 4



SECTOR –TOURISM AND HOSPITALITY



Directorate General of Training

CATERING & HOSPITALITY ASSISTANT

(Non-Engineering Trade)

(Revised in 2019)

Version: 1.2

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL - 4

Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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1. COURSE INFORMATION

During the one-year duration of “Catering & Hospitality Assistant” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and on-the-job training to build up confidence. The broad components covered under Professional Skill subject are as below:-

In this course, the trainee learns about different types of outlets and types of meals used in industry, adopt different profiles, dress codes and attributes of a waiter and identifies equipment, glassware tableware, cutlery/crockery and other equipments. He carries out Institute Housekeeping, Institutional Culture and staffing operations in Hotels. The trainee maintains cleaning schedule, operates various cleaning equipment, makes bed ready for the guest and maintain indoor plants/ flower arrangements. He/she learns to use various modern cookery levels of skill, attitude and behavior in the kitchen. He/she practices use of Kitchen Equipment, Tools Utensils, LPG Stove/ Cooking range, Electric Toaster, Mixer/ Grinder, Food Processor and Water Purifiers etc., undertake their care and maintenance. The Trainee identifies and performs various cuts of vegetable, fruits and preparation of eggs.

The trainee learns to plan menu following origin of menus, lay and relay table covers, A la carte cover and set up Buffet etc. He/she learns to take guest order, handling guest complaints and grievances. The Trainee learns to operate Internet, understand networking concept, LAN/ WAN, Services on Internet, E-Mails, Voice Mails, Browser and search engines etc. The trainee is able to communicate clearly avoiding jargon and slang, greet, ask permission to hold, respect customer, explain customer concerns, call transferring, offering services, building relationship by personal preference. The trainee also learns to prepare various alcoholic, non-alcoholic beverages, mocktails and cocktails etc.

2.1 GENERAL

The Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers a range of vocational training courses catering to the need of different sectors of economy/ Labour market. The vocational training programmes are delivered under the aegis of Directorate General of Training (DGT). Craftsman Training Scheme (CTS) with variants and Apprenticeship Training Scheme (ATS) are two pioneer schemes of DGT for strengthening vocational training.

‘Catering & Hospitality Assistant’ trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one year duration. It mainly consists of Domain area and Core area. The Domain area (Trade Theory & Practical) imparts professional skills and knowledge, while the Core area (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by DGT which is recognized worldwide.

Candidates broadly need to demonstrate that they are able to:

- Read and interpret parameters/documents, plan and organize work processes, identify necessary materials and tools;
- Perform tasks with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge & employability skills while performing jobs.
- Document the parameters related to the task undertaken.

2.2 PROGRESSION PATHWAYS

- Can join industry as Catering & Hospitality Assistant and will progress further as Supervisor and can rise up to the level of Manager.
- Can become Entrepreneur in the related field.
- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming an instructor in ITIs.
- Can join Advanced Diploma (Vocational) courses under DGT as applicable.

2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year: -

| S No. | Course Element | Notional Training Hours |
|-------|---------------------------------------|-------------------------|
| 1 | Professional Skill (Trade Practical) | 1200 |
| 2 | Professional Knowledge (Trade Theory) | 240 |
| 3 | Employability Skills | 160 |
| | Total | 1600 |

2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of course through formative assessment and at the end of the training programme through summative assessment as notified by the DGT from time to time.

a) The **Continuous Assessment** (Internal) during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the formative assessment template provided on www.bharatskills.gov.in

b) The final assessment will be in the form of summative assessment. The All India Trade Test for awarding NTC will be conducted by **Controller of examinations, DGT** as per the guidelines. The pattern and marking structure is being notified by DGT from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during final examination will also check** the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS REGULATION

For the purposes of determining the overall result, weightage of 100% is applied for six months and one year duration courses and 50% weightage is applied to each examination for two years courses. The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.

2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. Due consideration should be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Evidences and records of internal (Formative) assessments are to be preserved until forthcoming examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

| Performance Level | Evidence |
|---|--|
| (a) Weightage in the range of 60%-75% to be allotted during assessment | |
| For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices. | <ul style="list-style-type: none"> • Demonstration of good skills and accuracy in the field of work/ assignments. • A fairly good level of neatness and consistency to accomplish job activities. • Occasional support in completing the task/ job. |
| (b) Weightage in the range of 75%-90% to be allotted during assessment | |
| For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and regard for safety procedures and practices. | <ul style="list-style-type: none"> • Good skill levels and accuracy in the field of work/ assignments. • A good level of neatness and consistency to accomplish job activities. • Little support in completing the task/job. |

(c) Weightage in the range of more than 90% to be allotted during assessment

For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.

- High skill levels and accuracy in the field of work/ assignments.
- A high level of neatness and consistency to accomplish job activities.
- Minimal or no support in completing the task/ job.

Working Proprietor, Lodging and Catering Services; plans, organizes, co-ordinates and controls operations of the organization or establishment wholly or partly owned by him and is engaged in serving food, drinks and beverages and providing lodging and camping facilities to public. Included are: Working Proprietor, hotel. Working proprietor, restaurant. Working proprietor, cafe working proprietor, coffee house.

Steward, Hotel Steward; Hotel supervises work of Dining Room Waiters Pantry Man and Room Service Waiter and ensures that guests are served promptly and courteously in dining room. Receives customers in dining hall and escorts them to tables and obtains orders from customers and ensures that food is served promptly by Waiters. Visits rooms, halls and other areas to ensure that they are kept clean and tidy. Ensures that glass, china and silver wares are in good order. Prepare dining halls for banquets and special occasions by decorating them with flower vases and arranging tables and chairs in pleasing fashions. Keeps record of any breakage of crockery or loss of cutlery. May keep kitchen equipment, crockery, cutlery etc., under his charge and issue them as needed. May purchase food supplies and kitchen equipment and check them for quality and quantity. May supervise storage and issue of supplies.

Waiter, Institutional/Food and Beverage Service-Steward; Waiter; Bearer (Institutional) serves food, snacks, beverages to customers, guests in hotels, bars, and restaurants. Prepares table with clean linen, condiments containers, glasses, menu-card and obtains orders from customers. Collects food, beverages, snacks etc., from kitchen according to customers' orders from Pantry Man and serves them. Waits on customers periodically for additional requirements of food etc. Removes used plates, cups, saucers from table and presents bill to customers and collects cash and hands it to Cashier. Is designated as WAITER (dining room) if employed in serving food in dining rooms and LOUNGE WAITER if engaged for serving beverages and snacks in lounge.

Waiters, Other; Waiters and Bartenders, Other include all other waiters and bartenders who serve food and beverages in commercially operated dining and drinking places, clubs, institutions and canteens and on board ships not elsewhere classified.

Reference NCO-2015:

- (i) 1120.2900 – Working Proprietor, Lodging and Catering Services
- (ii) 5131.0200 – Steward, Hotel Steward
- (iii) 5131.0401 – Waiter, Institutional/Food & Beverage Service –Steward
- (iv) 5131.9900 – Waiters, Other.

4. GENERAL INFORMATION

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| Name of the Trade | CATERING & HOSPITALITY ASSISTANT |
| Trade Code | DGT/1104 |
| NCO - 2015 | 1120.2900, 5131.0200, 5131.0401, 5131.9900 |
| NSQF Level | Level-4 |
| Duration of Craftsmen Training | One Year (1600 Hours) |
| Entry Qualification | Passed 10 th class examination |
| Minimum Age | 14 years as on first day of academic session. |
| Eligibility for PwD | LD, CP, LC, DW, AA, DEAF, HH, AUTISM |
| Unit Strength (No. of Student) | 20 (There is no separate provision of supernumerary seats) |
| Space Norms | 96 Sq. m |
| Power Norms | 16.6 KW |
| Instructors Qualification for: | |
| (i) Catering & Hospitality Assistant Trade | <p>B.Voc/Degree in Hotel Management & Catering Technology from UGC recognized university with one year experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>Diploma (Minimum 2 years) in Hotel Management & Catering Technology from recognized board of education or relevant Advanced Diploma (Vocational) from DGT with two years' experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>NTC/NAC passed in the trade of "Catering & Hospitality Assistant" with three years' experience in the relevant field.</p> <p><u>Essential Qualification:</u> Relevant National Craft Instructor Certificate (NCIC) in any of the variants under DGT.</p> <p><i>NOTE:- Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications. However both of them must possess NCIC in any of its variants.</i></p> |
| (ii) Employability Skill | MBA/ BBA / Any Graduate/ Diploma in any discipline with Two |

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| | years' experience with short term ToT Course in Employability Skills from DGT institutes. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above) <p style="text-align: center;">OR</p> Existing Social Studies Instructors in ITIs with short term ToT Course in Employability Skills from DGT institutes. | | |
| (iii) Minimum Age for Instructor | 21 Years | | |
| List of Tools and Equipment | As per Annexure – I | | |
| Distribution of training on hourly basis: (Indicative only) | | | |
| Total Hrs /week | Trade Practical | Trade Theory | Employability Skills |
| 40 Hours | 30 Hours | 6 Hours | 4 Hours |

5. LEARNING OUTCOME

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

5.1 LEARNING OUTCOMES (TRADE SPECIFIC)

1. Identify different types of hotel industries outlets and explain commercial and welfare food service operations.
2. Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry.
3. Identify, select kitchen & other equipment and explain purpose of various Ancillary sections.
4. Carryout housekeeping and staffing operations in hotel establishments and exhibit Institutional Culture and personality.
5. Maintain Hygiene in the hotel premises and clean equipment safely by using various cleaning agents and cleaning equipment.
6. Maintain indoor plants and flower arrangements, spray plants, care-water and exposure to sun, manuring and placement.
7. Use reservation system/booking systems effectively.
8. Apply various modern cookery levels of skill, attitude and behaviour in the Kitchen.
9. Use Kitchen Utensils, Equipment, Tools and carry out their care and maintenance following safety precautions.
10. Identify, classify various cuts of vegetable, fruits etc. and use various methods of cooking food and preparations of ingredients.
11. Plan various types of Menu, Lay and relay Table Covers, A la carte cover, set up Buffet etc., take guests order and serve food.
12. Plan and place guest room supplies and amenities.
13. Use Internet, understand networking concept, LAN/ WAN, E-mails, etc.
14. Follow communication Etiquette and maintain positive attitude for dealing with various guest conflict.
15. Prepare different soups/sauces, alcoholic and non- alcoholic beverages , their derivatives etc.

6. ASSESSMENT CRITERIA

| LEARNING OUTCOMES | ASSESSMENT CRITERIA |
|--|--|
| 1. Identify different types of hotel industries outlets and explain commercial and welfare food service operations. | Identify various types of hotel outlets and meals offered (Coffee shop, snack bar, room service etc.). |
| | Explain contribution of food and beverage in these outlets. |
| | Classify Food and Beverage operations - Commercial and Welfare. |
| 2. Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry. | Describe attributes of a good waiter. |
| | Adopt different Profiles, Dress Codes and Attributes of a Waiter. |
| | Explain commercial/welfare food and beverage operation. |
| 3. Identify, select kitchen & other equipments and explain purpose of various Ancillary sections. | Classify Equipment, Glassware Tableware, Cutlery-Crockery, Other Equipment. |
| | Identify use of equipments and Infrastructure: Glassware, Crockery, Cutlery, and Ancillary Installation. |
| | Set, lay and relay of tables. |
| | Demonstrate handling of service equipments. |
| | Demonstrate installation of Ancillary Sections. |
| | Demonstrate handling of Glassware, crockery, cutlery etc. |
| | Demonstrate using of Linen-waiter's cloth/ Runner/tablecloth/napkins etc. |
| | Carryout folding and placing of napkins in different style on table and other required places in hotel. |
| | Select appropriate tray, carry it and balance given equipments/food/beverages on the tray. |
| | Demonstrate use of service spoons/fork. |
| | Demonstrate different methods/techniques of different styles of service. |
| | Demonstration of set up of room service tray & trolley for tea / coffee / pre-plated food / 3 course meal. |
| Demonstrate room service operation of restaurants. | |
| 4. Carryout housekeeping and staffing operations in hotel establishments and exhibit Institutional Culture and | Explain housekeeping, Institutional Culture and its importance. |
| | Describe importance of safety and precaution needs to be taken while handling tools and equipment. |

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| personality. | Perform various activities of personality development, leadership, communication. |
| | Perform different types of housekeeping work done in this field, tools and equipments used. |
| | Use Housekeeping Vocabulary. |
| | Demonstrate operation of safety equipment. |
| | Perform Sweeping/ Moping/ Wiping/ Dusting/ Buffing/ Washing. |
| | Demonstration of co-ordination between departments in a Hotel-Role Play. |
| | Demonstrate management of conflict in a given situation. |
| | |
| 5. Maintain Hygiene in the hotel premises and clean equipment safely by using various cleaning agents and cleaning equipments. | Use various Cleaning Agents for Various Surfaces/ Equipments. |
| | Perform Cleaning by using various Brooms/Brushes/Vacuum Cleaner etc. |
| | Carry out Routine Cleaning by use of detergents and cleaning Equipments. |
| | Demonstrate storage of cleaning agents as per their category. |
| | Demonstrate and explain Periodical Cleaning. |
| | |
| 6. Maintain indoor plants and flower arrangements, spray plants, care-water and exposure to sun, manuring and placement. | Demonstrate Bed Making and Cleaning of Guest rooms. |
| | Demonstrate maintenance of indoor plants and flower arrangements. |
| | Plan and make simple flower arrangement, spray plants, care-water, and exposure to sun, manuring and placement. |
| | |
| 7. Use reservation system/booking systems effectively. | Explain Reservation/ booking procedure. |
| | Confirm banquets bookings. |
| | Demonstrate procedures for making reservation and other related activities. |
| | Examine bookings, amendments, cancellation etc. |
| | Demonstrate checking of the guest reservation system using Whitney/ computerized system. |
| Apply reservation terminology. | |
| | |
| 8. Apply various modern cookery levels of skill, attitude and behaviour in the Kitchen. | Demonstrate application of Modern Cookery Levels of Skill Attitude and Behavior in the Kitchen. |
| | Select & Use appropriate Kitchen Uniforms. |
| | Perform various Safety procedures for handling Equipments. |

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| | Demonstrate Classical Brigade Deployment procedure for Kitchen Staffing in given variety of Hotels. |
| | Demonstrate duties and responsibilities of Executive Chef and Various Chefs. |
| 9. Use Kitchen Utensils, Equipments, Tools and carryout their care and maintenance following safety precautions. | <p>Explain Classical Brigade, Kitchen Staffing in various Category of Hotels.</p> <p>Illustrate various duties and responsibilities of Executive Chef and Various Chefs.</p> <p>Explain importance of Inter departmental Co-ordination.</p> <p>Demonstrate use of Kitchen Equipment, Tools Utensils and Cleaning.</p> <p>Operate oven and set the temperature as per requirement.</p> <p>Operate Electric Toaster , Mixer/Grinder, Food Processor, Water Purifiers, LPG Stove/Cooking range and oven etc.</p> <p>Carry out maintenance of Electric Toaster , Mixer/Grinder, Food Processor, Water Purifiers, LPG Stove/Cooking range and oven etc.</p> |
| 10. Identify, classify various cuts of vegetable, fruits etc. and use various methods of cooking food and preparations of ingredients. | <p>Identify commonly used Continental vegetables, raw vegetables, fruits, pulses, spices, condiments & herbs.</p> <p>Identify commonly used Meat products.</p> <p>Identify various Cuts of Vegetable and Fruits.</p> <p>Demonstrate methods of Cooking Vegetables as per their Color.</p> <p>Prepare Egg as per the various methods (Poach, Boil, Fried, Scramble) Preparation of Various Egg Dishes.</p> <p>Demonstrate different methods of Cooking Food.</p> |
| 11. Plan various types of Menu, Lay and relay Table Covers, A la carte cover, set up Buffet etc, take guests order and serve food. | <p>Demonstrate different types of Menus-A La Carte and Table de Hote and apply principles of Menu Planning.</p> <p>Perform menu compilation; General Accompaniments.</p> <p>Demonstrate laying and relaying of Table Covers Laying an A la Carte cover.</p> <p>Demonstrate water Service Etiquette towards Guests Service (non-Alcoholic Beverages, Buffet Set up, Course wise service of Food Pre Plated service.</p> <p>Demonstrate Crumbing of the table, Different methods of clearance: Course Wise etc.</p> |
| 12. Plan and place guest room | Explain systems of order taking of Guest order. |

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| supplies and amenities. | Explain handling of Guest Complaints and Grievances. |
| | Demonstrate Kitchen and Bar Order Taking. |
| | Demonstrate serving of English breakfast. |
| | Demonstrate guest room Supplies and Amenities. |
| | Explain formats of Lost and Found. |
| | Demonstrate types of keys (Computerized etc.). |
| | Demonstrate use of Insecticide/Pesticide for Control of Pests in the Institute. |
| 13. Use Internet, understand networking concept, LAN/WAN, E-mails, etc. | Explain basic networking concept, LAN, WAN, Services on Internet-Websites (WWW) E-Mails, Voice Mails, and Browser and search engines. |
| | Perform Searching, Downloading, Printing, saving portion of web page. |
| | Demonstrate E-Mail addressing, inbox; outbox viewing, sending and saving mails. |
| | Send same mails to various users (multi-address) with attachment and enclosures. |
| 14. Follow communication Etiquette and maintain positive attitude for dealing with various guest conflict. | Demonstrate Customers service skills; communicate clearly with smile avoiding jargon and slang. |
| | Demonstrate offering service, building relationship by personal preference. |
| 15. Prepare different soups/sauces, alcoholic and non- alcoholic beverages, their derivatives etc. | Prepare mother sauces and 2-3 Derivations of each. |
| | Prepare various alcoholic and non-alcoholic beverages. |
| | Show log book indicating day to day activities performed during the OJT. |
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7. TRADE SYLLABUS

| SYLLABUS FOR CATERING & HOSPITALITY ASSISTANT TRADE | | | |
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| DURATION: ONE YEAR | | | |
| Duration | Reference Learning Outcome | Professional Skills (Trade Practical) With Indicative Hours | Professional Knowledge (Trade Theory) |
| Professional Skill 30 Hrs; Professional Knowledge 06 Hrs | Identify different types of hotel industries outlets and explain commercial and welfare food service operations following safety precautions. | <ol style="list-style-type: none"> 1. Visit nearby Hotel Industries and be familiar with various types of outlets and meals (Coffee shop, snack bar, room service etc. (10 hrs) 2. Describe Contribution of Food and beverage in these outlets (including revenue production). (10hrs) 3. Classify Food and Beverage operation types: (a) Commercial (b) Welfare. (10 hrs) | Introduction to the Hotel Industry and growth of Hotel Industry in India Types of outlets and types of meals (coffee shop, snack bar, room service etc) Contributions of Food and beverage in these outlets (including revenue production) Classification of Food and Beverage Operation (a) Commercial (b) Welfare (06 hrs.) |
| Professional Skill 30 Hrs; Professional Knowledge 06 Hrs | Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry. | <ol style="list-style-type: none"> 4. Adopt Profile, Dress Codes and Attributes of a Waiter. (05hrs) 5. Practice grooming, personal hygiene and care. (05 hrs) 6. Personal development; personality, good communication skills. (10hrs) 7. Exhibit catering & hospitality staff etiquette, duties and responsibilities. (05 hrs) 8. Co-ordinate with different departments for providing better hospitality services. (05 hrs) | Hierarchy in different outlets. Duties and Responsibilities of staff indifferent outlets. Staff etiquette and - attributes of a good waiter. Inter-department relationship. (06 hrs.) |

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| <p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p> | <p>Identify, select kitchen & other equipments and explain purpose of various Ancillary sections.</p> | <p>9. Identify the service equipments. (05hrs)</p> <p>10. Brief about familiarization and classification of Equipment, Glassware Tableware, Cutlery and Crockery, Other Equipments. (05hrs)</p> <p>11. Practice setting, laying and relaying of tables. (05 hrs)</p> <p>12. Handle of service equipments. (05 hrs)</p> <p>13. Practice handling of Equipments like Glassware, Crockery, Cutlery etc. (05 hrs)</p> <p>14. Carryout Ancillary Installation. (05 hrs)</p> | <p>Familiarization and Classification of Equipment. Glassware, Table ware, Cutlery and Crockery and other Equipment (06 hrs.)</p> |
| | | <p>15. Identify various Ancillary Section. (02 hrs)</p> <p>16. Use Linen - waiter's cloth/Runner/ Tablecloth/ Napkin etc. (02 hrs)</p> <p>17. Fold and place napkins in different styles. (02 hrs)</p> <p>18. Practice handling and practices of using service spoon and service fork. (02hrs)</p> <p>19. Carry tray and balance equipments / food / beverages on a tray. (02hrs)</p> <p>20. Apply methods and Techniques of different styles of service. (02hrs)</p> <p>21. Present the menu and taking order. (02 hrs)</p> <p>22. Set up side station. (02 hrs)</p> <p>23. Set room service tray &</p> | <p>Pantry/Stillroom. Food Pickup areas Stores Linen Room Kitchen Stewarding Silver Room. (06 hrs.)</p> |

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| | | <p>trolley for tea / coffee / pre-plated food / 3 course meal. (04hrs)</p> <p>24. Receive the guest, seating at the table and serve water. (05hrs)</p> <p>25. Practice room service operations of restaurants. (05hrs)</p> | |
| <p>Professional Skill 120 Hrs; Professional Knowledge 24 Hrs</p> | <p>Carryout housekeeping and staffing operations in hotel establishments and exhibit Institutional Culture and personality.</p> | <p>26. Apply Basic Knowledge about Institutional Housekeeping, Culture and ability. (20 hrs)</p> <p>27. Explain importance of safety and precaution needs to be taken while handling tools and equipment. (20hrs)</p> <p>28. Identify and select safety equipment, their cleaning material. (20hrs)</p> | <p>Art of the housekeeping and types of work done in the field of institution housekeeping. Importance about safety and precaution to be observed while handling the cleaning equipment and using of cleaning materials. (12 hrs.)</p> |
| | | <p>29. Practice basic House Keeping Vocabulary. (30hrs)</p> | <p>Importance and role of House Keeping in a Hotel. Areas for Housekeeping. (06 hrs.)</p> |
| | | <p>30. Perform Sweeping/ Moping/Wiping/Dusting/ Buffing/ Washing. (05hrs)</p> <p>31. Co-ordinate between departments in a Hotel- Role Play. (05hrs)</p> <p>32. Develop personality and team work. (15hrs)</p> <p>33. Manage conflicts if any and the common ethical issues encountered. (05hrs)</p> | <p>Staffing of the House Keeping department in Hotels: Small/ Medium/ Large. Personality Traits of House Keeping Staff. Duties and Responsibilities of Housekeeping Staff. Rules on a guest Floor Work Routine Housekeeping, Desk Control coordination of House Keeping with other department. (06 hrs.)</p> |
| <p>Professional Skill 120 Hrs; Professional</p> | <p>Maintain Hygiene in the hotel premises and clean equipment safely</p> | <p>34. Select & Use Cleaning Agents for Various Surfaces, Equipments. (10 hrs)</p> | <p>Classification of Cleaning Agents. Selection of Cleaning Agents. Uses, Care, and Storage of Cleaning</p> |

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| Knowledge 24 Hrs | by using various cleaning agents and cleaning equipments. | 35. Plan storage of cleaning agents, their uses and care. (10 hrs) | Agents. Distribution and Control of Cleaning Agents. (06 hrs.) |
| | | 36. Classify cleaning agents. (10hrs) | |
| | | 37. Practice cleaning by using various Brooms /Brushes/ Vacuum Cleaner etc. (30hrs) | Types of Cleaning Equipment Manual Equipment for Cleaning. Uses and Care of Cleaning Equipment. (06 hrs.) |
| | | 38. Perform Routine Cleaning by use of detergents and cleaning Equipments. (20hrs) 39. Apply general principles of cleaning. (10 hrs) | Hygiene and Safe cleaning. General principles of Cleaning. (06 hrs.) |
| | | 40. Practice Periodical Cleaning. (30hrs) | Weekly Cleaning /Spring –cleaning Special Cleaning Tasks. (06 hrs.) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Maintain indoor plants and flower arrangements, spray plants, care-water and exposure to sun, manuring and placement. | 41. Make bed, Clean Guest rooms. (15 hrs) 42. Carryout maintenance of indoor plants and flower arrangements. (15 hrs) 43. Make simple flower arrangement, spray plants, care-water, and exposure to sun, manuring and placement. (30hrs) | Rules to be followed when on a guest floor. Procedures Followed When Cleaning a , Check out/occupied/Vacant room Evening Service Second Service Bed making Daily routine systems followed in the House keeping department. Basic knowledge of flowers indoor plants and their care flower arrangements types and style adequate display. (12 hrs.) |
| Professional Skill 30 Hrs; Professional Knowledge 06 Hrs | Use reservation system/booking systems effectively. | 44. Dealing with Reservation. (05hrs) 45. Taking Banquets bookings. (05hrs) 46. Plan and prepare theme setting for banquets. (4 hrs) 47. Explain procedures for | Importance of the Guest Cycle, Modes and Sources, Procedures for making reservation/reservation activities. Guaranteed/ Non-Guaranteed reservation. Overbooking, Cancellation and |

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| | | <p>making reservation and other related activities. (3 hrs)</p> <p>48. Check bookings, amendments, cancellation etc. (3 hrs)</p> <p>49. Prepare and explain reservation chart. (2 hrs)</p> <p>50. Check the guest reservation system using Whitney/ computerized system. (5 hrs)</p> <p>51. Use reservation terminology. (3 hrs)</p> | <p>Amendments. Manual reservation system used in the form of booking diary, booking charts etc. Whitney system. Computerized system. Reservation network system affiliated / non-affiliated centralized reservation system. Terminology of reservation. (06 hrs.)</p> |
| <p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p> | <p>Apply various modern cookery levels of skill, attitude and behaviour in the Kitchen.</p> | <p>52. Apply Modern Cookery Levels of Skill Attitude and Behavior in the Kitchen. (10 hrs)</p> <p>53. Use appropriate Kitchen Uniforms. (10hrs)</p> <p>54. Follow safety procedures for handling kitchen Equipments. (20hrs)</p> <p>55. Follow Classical Brigade Deployment procedure for Kitchen Staffing in different varieties of Hotels. (10 hrs)</p> <p>56. Perform duties and responsibilities of Executive Chef and Various Chefs. (10 hrs)</p> | <p>History of Cookery. Origins of Modern Cookery. Levels of Skill Attitude and Behavior in the Kitchen</p> <p>Kitchen Uniforms</p> <p>Safety Procedures for handling Equipments.</p> <p>Classical Brigade Deployment procedure for Kitchen Staffing in various Category Hotels. Duties and responsibilities of Executive Chef and Various Chefs departmental coordination. (12 hrs.)</p> |
| <p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p> | <p>Use Kitchen Utensils, Equipments, Tools and carryout their care and maintenance following safety precautions.</p> | <p>57. Practice using Kitchen Equipment, Tools Utensils. (20 hrs)</p> <p>58. Set LPG Stove/Cooking range. (20 hrs)</p> <p>59. Operate oven, set the temperature as per requirement, Electric Toaster, Mixer/Grinder. (10 hrs)</p> | <p>Tools and utensils used in the Kitchen. Elementary of. Kitchen Gadgets, Introduction to Hygiene and Healthy Living, Importance of proper ventilation and lighting and sanitation, Safety precaution and Identifying and preventing hygiene risks for self and</p> |

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| | | 60. Care and Cleaning of Mixer Grinder, Food Processor and Water Purifiers etc. and ensure their maintenance. (10 hrs) | others Explanation of all the common culinary terms with examples. (12 hrs.) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Identify, classify various cuts of vegetable, fruits etc. and use various methods of cooking food and preparations of ingredients. | 61. Practice various methods of Cooking Food. (20 hrs) 62. Identify, Classify the cuts of Vegetable and Fruits. (20 hrs) 63. Prepare Egg using various methods (Poach, Boil, Fried, Scramble). (10 hrs) 64. Preparation of Various Egg Dishes. (10 hrs) | Preparations of ingredients. Methods of Mixing Foods. Methods of Cooking Food- Roasting, baking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching and Peeling. Introduction and Classification Cuts of Vegetables. Classification and uses of Fruits in Cookery. Introduction and Selection. Methods of Cooking and uses of Egg in Cookery. (12 hrs.) |
| Professional Skill 210 Hrs; Professional Knowledge 42 Hrs | Plan various types of Menu, Lay and relay Table Covers, A la carte cover, set up Buffet etc, take guests order and serve food. | 65. Plan and prepare different types of Menu- A la carte and Table de Hote. (10 hrs) 66. Apply principles of Menu Planning. (10hrs) 67. Practice setting of cover for a la carte and table d' hote menu. (10hrs) 68. Practice various methods and techniques of different styles of service. (10 hrs) 69. Perform Menu Compilation. (10hrs) 70. Handle and maintain food inventory of restaurants/Hotels. (10 hrs) | Origin of Menus Types of Menus- A la carte and Table de Hote Principles of Menu planning. Menu Compilation French Classical Menu General Accompaniments. (12 hrs.) |

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| | | <p>71. Identify equipment to be kept in the sideboard. (07hrs)</p> <p>72. Setting-up the Side Board Structure. (05 hrs)</p> <p>73. Prepare general up- keeps of the sideboard. (08hrs)</p> <p>74. Focus on improving the work efficiency of the staff. (05 hrs)</p> <p>75. Arrange cold water jugs with under plates and napkins to cover. (05hrs)</p> <p>76. Prepare all-important sauces like Worcestershire sauce, tomato sauce, Soya sauce etc with clean rims and caps. (15hrs)</p> <p>77. Follow water service Etiquette towards Guests Service. (5 hrs)</p> <p>78. Prepare Buffet Set up Course wise service of Food. (5 hrs)</p> <p>79. Practice Pre Plated service crumbing of the table. (5 hrs)</p> | <p>Mise-en-place Mise-en - scene Silver Service American/English/French/Russian (12 hrs.)</p> |
| | | <p>80. Describe different systems of Order Taking. (20 hrs)</p> <p>81. Practice taking Guest order, presenting menu and serve food and drinks. (20 hrs)</p> <p>82. Practice Handling of Guest Complaints and Grievances. (20 hrs)</p> | <p>Systems of Order Taking (12 hrs.)</p> |
| | | <p>83. Prepare breakfast layout. (20hrs)</p> <p>84. Practice Service of different varieties of</p> | <p>Types of breakfast:</p> <ul style="list-style-type: none"> • English • American • Continental |

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| | | Breakfast (Indian/English/American/ continental/). (10 hrs) | <ul style="list-style-type: none"> Indian (06 hrs.) |
| Professional Skill 150 Hrs; Professional Knowledge 30 Hrs | Plan and place guest room supplies and amenities. | <p>85. Check and serve Guest room Supplies and Amenities. (15hrs)</p> <p>86. Practice drawing and familiarizing with formats of Lost and Found. (20hrs)</p> <p>87. Identify and select different types of keys (Computerized etc.) (10 hrs)</p> <p>88. Prepare register/records of regular supply items. (15hrs)</p> | <p>Standard Supplies Regular Supplies V.I.P. and V.V.I.P. Standard Contents. Procedures followed for lost and found items. Registers and records maintained. Knowledge of different types of keys Key control. (12 hrs.)</p> |
| | | <p>89. Identify pest control agents. (20hrs)</p> <p>90. Differentiate categories of pests. (20hrs)</p> <p>91. Use Insecticide/Pesticide for Control of Pests in the Institute. (20 hrs)</p> | <p>Importance of pest control Categories of Pests Control of Pests. Different Pesticides/Insecticides. Used. (12 hrs.)</p> |
| | | <p>92. Make flower arrangements in different styles. (10hrs)</p> <p>93. Carryout maintenance of indoor plants and flower arrangements. (10 hrs)</p> <p>94. Practice spraying water to plants, ensure exposure to sun and placement. (10hrs)</p> | <p>Basic knowledge of flowers indoor plants and their care flower arrangements types and style adequate display. (06 hrs.)</p> |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Use Internet, understand networking concept, LAN/WAN, E-mails, etc. | <p>95. Practice Networking- LAN, WAN etc. (10 hrs)</p> <p>96. Use Services on Internet- Websites (WWW) E-Mails, Voice Mails, and Browser and search engines. (10 hrs)</p> <p>97. Perform Searching Downloading, Printing,</p> | <p>Networking and Internet Communication Concept. (12 hrs.)</p> |

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| | | <p>Saving portion of web page. (10hrs)</p> <p>98. Create E-Mail account, login, logout; inbox outbox viewing. (10hrs)</p> <p>99. Practice sending and saving mails. (08hrs)</p> <p>100. Send same mails to various users (multi-address). (07hrs)</p> <p>101. Sending attachment, images and enclosures etc. (05hrs)</p> | |
| <p>Professional Skill 90 Hrs;</p> <p>Professional Knowledge 18 Hrs</p> | <p>Follow communication Etiquette and maintain positive attitude for dealing with various guest conflict</p> | <p>102. Communicate clearly with smile avoiding jargon and slang. (30hrs)</p> <p>103. Follow greeting etiquettes, call etiquettes, asking permission to hold while on call with customer. (20hrs)</p> <p>104. Explain transferring while on call with customer, offer service. (20hrs)</p> <p>105. Build relationship by personal preference. (20 hrs)</p> | <p>CUSTOMER'S CARE SKILLS. (18 hrs.)</p> |
| <p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p> | <p>Prepare different soups/sauces, alcoholic and non-alcoholic beverages, their derivatives etc.</p> | <p>106. Practice preparation of Mother Sauces and 2-3 Derivations of each. (30hrs)</p> <p>107. Practice preparation of various alcoholic and non alcoholic beverages. (30hrs)</p> | <p>Classification of soups with Examples (Cream Soups/ Puree/ Soups/ Veloute/ Chowder/ consomme National Soups. Classification of Sauces/ Composition Recipes of Mother Sauces Derivatives. (06 hrs.)</p> <p>Classification of beverage/ composition recipes of various beverages, Mock tails and Cock tails. (06 hrs.)</p> |

On-the-Job Training (OJT)

Note: During OJT, students have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by section/ department supervisor.

Project work/ Industrial visit

Broad Areas:

- a) Plan and organise different types of themes for Banquets.
- b) Plan and organise different types of themes for Hotels.
- c) Maintain the Guest rooms using all the skills of Hospitality.

SYLLABUS FOR CORE SKILLS

1. Employability Skills (Common for all CTS trades) (160Hrs)

Learning outcomes, assessment criteria, syllabus and Tool List of Core Skills subjects which is common for a group of trades, provided separately in www.bharatskills.gov.in

| List of Tools & Equipment | | | |
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| CATERING & HOSPITALITY ASSISTANT (for batch of 20 Candidates) | | | |
| S No. | Name of the Tools and Equipment | Specification | Quantity |
| A. TRAINEES TOOL KIT | | | |
| 1. | Deep freezer, vertical | 3 doors (SS, 365 ltr) | 1 No. |
| 2. | Refrigerator | 165ltr | 1 No. |
| 3. | Gas Tandoori with skewers & roti set | | 1 No & 12Nos Set |
| 4. | Bain Marie cum Hot cabinet (S.S.) | | 1 No. |
| 5. | Gas burner range having 6 burners (S.S.) | | 2 Nos. |
| 6. | Chinese gas burner(S.S.) | | 1 No. |
| 7. | Stainless steel work table | | 10 Nos. |
| 8. | Dough kneading table | | 2 Nos. |
| 9. | Electrical Oven | | 1 No. |
| 10. | Trainees locker | | 1 No. |
| 11. | Stainless steels rack (S.S.) | | 3 Nos. |
| 12. | Salamander | | 1 No. |
| 13. | Electronic Geyser | 25ltr | 1 No. |
| 14. | Dough kneading machine | 5 kg | 1 No. |
| 15. | Water Boiler (S.S./Electrical) | 15 ltr | 1 No. |
| 16. | Wet grinder | 7 ltr | 1 No. |
| 17. | Weighing machine electrical | | 1 No. |
| 18. | Weighing machine manual | | 1 No. |
| 19. | Mixer cum grinder | | 1 No. |
| 20. | LPG Gas cooking range | Over Griller | 10 Nos. |
| 21. | Frying pan (MS) | | 6 Nos. |
| 22. | Frying pan | Non stick | 2/4 No. |
| 23. | Kadai (copper) | Medium /Small | 2 each No. |
| 24. | Aluminium Dekshi | 15 ltr/12ltr | 4 Nos. |
| 25. | Tawa (Medium size) | | 4 Nos. |
| 26. | Wok | Chinese Kadai | 2 Nos, each |
| 27. | Pressure cooker. | 21 ltr/5ltr | 8 Nos. |
| 28. | Aluminium Dekshi | 4 ltr | 20 Nos. |
| 29. | Aluminium Dekshi | 2 ltr | 8 Nos. |
| 30. | Aluminium sauce pan | 3 ltr | 8 Nos. |
| 31. | Perforated spoons | | 12 No |
| 32. | Steel Slicer | Small/Medium/Big | 18/6/4 Nos. |
| 33. | Steel Bowls | | 2 Nos. |
| 34. | Colander | | 6 Nos. |
| 35. | Steel plates | | 24 Nos. |
| 36. | Stainless steel containers | 5 kg | 6 Nos. |

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| 37. | Egg cutters | | 2 Nos. |
| 38. | Steak Hammer | | 2 Nos. |
| 39. | MS Cupboards | | 2 Nos. |
| 40. | Instructor table/Chairs | | 1 No/3 Nos. |
| 41. | Hand Blender | | 1 No. |
| 42. | B.B.Q Trolley (S.S.) | | 1 No. |
| 43. | Sizzler Plates | | 6 Nos. |
| 44. | Exhaust | | 8 Nos. |
| 45. | Spatula | | 12 Nos. |
| 46. | Storage Rocks | | 5 Nos. |
| 47. | Fans | | As required |
| 48. | Ring Moulds | Different Sizes | 6 Nos. |
| 49. | Small Cups Moulds | Cup cakes | 24 Nos. |
| 50. | Fire Extinguisher CO2, | 25 Kg | 2 Nos. |
| 51. | Cake Tray | Round 9" dia. | 6 Nos. |
| 52. | Steel Plates | Dinner Plate | 20 Nos. |
| 53. | Steel Bowl | 200 ml | 24 Nos. |
| 54. | Cookie cutter | Different six shapes | 10 Nos. |
| 55. | Aluminum Handi with cover | 50 kg. Capacity | 3 Nos. |
| 56. | Aluminum Handi with cover | 25 kg. Capacity | 6 Nos. |
| 57. | B.B.Q Skewers | | 12 Nos. |
| 58. | B.B.Q. Forks | | 2 Nos. |
| 59. | Tea, Coffee Urns | | 4 Nos. |
| 60. | Chinese chopper | | 2 Nos. |
| 61. | MS Chopper | | 1 No. |
| 62. | Kitchen Knife | Big | 2 Nos. |
| 63. | Vegetable Knife | | 2 Nos. |
| 64. | Bread knife | | 2 Nos. |
| 65. | Paring knife | | 2 Nos. |
| 66. | Palate knife | | 2 Nos. |
| 67. | Coconut Grater | Hand type | 8 Nos. |
| 68. | Bread tin | | 6 Nos. |
| 69. | Ring moulds | | 6 Nos. |
| 70. | Small Cup Moulds | | 48 Nos. |
| 71. | Pizza cutter | | 4 Nos. |
| 72. | Door cutter | | 4 Nos. |
| 73. | Box type grater | | 10N |
| 74. | Steel sheer | | 18/6/4 Nos |
| 75. | Pasta machine | | 1 No |
| 76. | Pallet knife | | 2 Nos. |
| 77. | Baking trays | 30 cm x 30 cm | 6 Nos. |
| 78. | Swiss cake tins | | 6 Nos. |
| 79. | Chopping board green | 16 x 10" | 6 Nos. |
| 80. | Cake nozzle set | | 3 Set |
| 81. | Piping bags | | 6 Nos. |
| 82. | muffin moulds | 12x12 | 2 Nos. |
| 83. | Chopping board red | 16 x 10" | 6 Nos. |

| B. CONSUMABLES/ MISCELLANEOUS/ RAW MATERIALS FOR FOOD PRODUCTION | | | |
|---|---|---------------|-------------|
| 84. | Grinding stone | Flat type | 1 No. |
| 85. | Wash basin | | 1 No. |
| 86. | Dust pins (Foot press) plastic | | 1 No. |
| 87. | Chopping board | 8" x 12 " | 4 Nos. |
| 88. | Chopping board | 1 ft x 1 ft | 24 Nos. |
| 89. | Wooden spoon | | 24 Nos. |
| 90. | Baking tray | 2ftx2ft | 2 Nos. |
| 91. | Baking tray | 2ftx3ft | 2 Nos. |
| 92. | Baking cake tin | Round | 2 Nos. |
| 93. | Baking cake tin | Square | 2 Nos. |
| 94. | Handi tongs | | 12 Nos. |
| 95. | Serving kitchen spoons | Big | 12 Nos. |
| 96. | Balloon whisk | | 6 Nos. |
| 97. | Measuring cup | Glass/Plastic | 4 Nos. |
| 98. | Plastic containers | | 48 Nos. |
| 99. | Sieve | | 4 Nos. |
| 100. | Strainers | | 8 Nos. |
| 101. | Tea Strainers | | 4 Nos. |
| 102. | Spaghetti Strainer | | 2 Nos. |
| 103. | Water Purifier | | 1 No. |
| 104. | Insect Killer | | As required |
| C. FOOD AND BEVERAGE SERVICE | | | |
| 105. | Service tables with baize | 6* 2 1/2 | As required |
| 106. | Additional chairs | | As required |
| 107. | Side board of 8 tables | | As required |
| 108. | Storage cupboards, | | As required |
| 109. | Service counter | | As required |
| 110. | Cutlery set for 20 trainees as per eleven course menu (silver type) | | As required |
| 111. | 1-Electric Geyser | | 1 No. |
| 112. | 1-Weighing scale | | 1 No. |
| 113. | Silver service trays/salver etc. | | As required |
| 114. | Sample preparation trolley | | As required |
| 115. | 1-Refrigerator (Large size) Hot plates for five side boards | | 1 No. |
| 116. | Hot plates for five side boards | | As required |
| 117. | Sundry equipment | | As required |
| 118. | Table & chair for 20 trainees | Desk type | As required |
| 119. | Instructor Cupboard, table & chair | | As required |
| 120. | 1-Range | | 1 No. |
| 121. | Three tier shelf | | As required |
| 122. | Trainee locker | | As required |

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| 123. | Water boiler | | As required |
| 124. | NCR machine/Computer | | As required |
| 125. | One Bain Marie | | As required |
| 126. | Library books | | As required |
| 127. | 2-Trolley racks | | As required |
| 128. | Water purifier Reverse Osmosis | | 1 No. |
| 129. | Bottle Holder cum Measure for Beverage (OPTIK) 45M | | 1 No. |
| 130. | Soda maker Machine Heavy duty Industrial Model | | 1 No. |
| 131. | Conference Chairs | | As required |
| 132. | Icebox Chiller | | 1 No. |
| 133. | Espresso Machine and Coffee Grinder | | 1 No. |
| 134. | Minibar Fridge | | 2 Nos. |
| 135. | Television | 21" Flat | 1 No. |
| 136. | Music System with DVD Player and concealed Speaker (Canalized) | | 1 No. |
| 137. | Public Address System for Conference with Cordless Mikes | | 1 No. |
| 138. | Pedestrian Fans | | 6 Nos. |
| 139. | Microwave Oven | | 1 No. |
| 140. | Display Food Cabinet | | 1 No. |
| 141. | Room Service Trolley | | 1 No. |
| 142. | Carafe Borosil Small | | 10 Nos. |
| 143. | Carafe Borosil Large | | 10 Nos. |
| 144. | Soup Flask SS PUF Insulated With Inner SS Body | | 12 Nos. |
| 145. | Water Flask SS PUF Insulated With Inner SS Body | | 12 Nos. |
| 146. | Fix Extinguisher 2K | | 12 Nos. |
| 147. | First Aid Box with fully Equipped Medicines and Instructions | | |
| 148. | Past Trolle | | 1 No |
| 149. | Set of Milk Cream & Sugar Pot | | 10 Nos. |
| D. CONSUMABLES/ RAW MATERIALS FOR FOOD AND BEVERAGE SERVICE | | | |
| 150. | Wash basins | | 2 Nos. |
| 151. | Soap dispenser | | 1 No. |
| 152. | Crockery set | for 20trainees | As required |
| 153. | Glass & jugs | Including different types of wine glasses | As required |
| 154. | Table linen | | As required |
| 155. | 20 sets of tea pots | | As required |
| 156. | Coffee pots, sugar pots and milk jugs | Silver types | As required |
| 157. | 1-tea Urn | | As required |

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| 158. | Rolling black board | | As required |
| 159. | 3 Swill bin with foot press | | As required |
| 160. | Furniture and furnishings | | As required |
| 161. | Bar Counter with mirrors Bar equipment | | As required |
| 162. | Library books | | As required |
| 163. | 2-Trolley racks | | As required |
| E. FRONT OFFICE | | | |
| 164. | Epbax system + avs m/c | | 1 No. |
| 165. | Filing rack drawer type | | 1 No. |
| 166. | Safe deposite locker/swipe godrej | | 1 No. |
| 167. | Painting for walls with imported frames | | 6 Nos. |
| 168. | Signage system for way management and door sign set | | 1 No. |
| 169. | Information board velvet slot board' with gold foil letters with stand | | 1 No. |
| 170. | First aid box with fully equipped medicines and instructions | | 1 No. |
| 171. | Fire extinguisher hand held abc 2 kg | | 4 Nos. |
| 172. | Flower vases with artificial plants | Set of 12 | 1 SET |
| 173. | Chandelier & side lights set | | 1 SET |
| 174. | Pedestal fans with swivel Mechanism | | 6 Nos. |
| 175. | Guest umbrellas | for two persons | 2 Nos. |
| 176. | Fax system | | 1 No. |
| 177. | Desktop Computer | CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch. Licensed Operating System and Antivirus compatible with trade related software. | 2 Nos. |
| 178. | Multimedia, laser printer | | 2 Nos. |
| F. CONSUMABLES REQUIRED FRONT OFFICE | | | |
| 179. | Painting for walls with imported frames | | 6 Nos. |
| 180. | Information board velvet slot | | 1 No. |

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| | board with gold foil letters with stand | | |
| 181. | First aid box with fully equipped Medicines and Instructions | | 1 No. |
| 182. | Flower vases with artificial plants | Set of 12 | 1 SET |
| 183. | Chandelier & side lights set | | 1 SET |
| 184. | Guest umbrellas | For two persons | 2 Nos. |
| 185. | Class room projector | | 2 Nos. |
| 186. | Internet connector usb | | As required |
| 187. | Hotel operation related software package | | As required |
| G. ACCOMMODATION MANAGEMENT/ HOUSEKEEPING | | | |
| 188. | Slotted Angel Racks | | 3 Nos. |
| 189. | Steel Cupboard | | 2 Nos. |
| 190. | Student Locker | | 1 No. |
| 191. | Beds | | 4Nos. |
| 192. | Bed side Tables | | 4 Nos. |
| 193. | Sofa chairs | | 4 Nos. |
| 194. | Sofa | | 2 Nos. |
| 195. | Coffee table | | 2 Nos. |
| 196. | Writing cum dressing table | | 2 Nos. |
| 197. | T V. (LCD) | 108" (HOME THEATER) | 2 Nos. |
| 198. | Luggage rack | | 2 Nos. |
| 199. | Fridge with cabinet | | 2 Nos. |
| 200. | Ward Robe | | 2 Nos. |
| 201. | Balcony chairs with coffee table | | 4/2 Nos. |
| 202. | A.C. unit | | 2 Nos. |
| 203. | Intercom | | 2 Nos. |
| 204. | Fans | | 2 Nos. |
| 205. | Vacuum cleaner wet & dry | | 1 Nos. |
| 206. | Scrubber machine | | 1 Nos. |
| 207. | Jet Pressure /Skirting machine Equipment | | 1 Nos. |
| 208. | Room maid trolley | | 2 Nos. |
| 209. | Washing machine | | 1 Nos. |
| 210. | Hand press | | 2 Nos. |
| 211. | Irons | | 2 Nos. |
| 212. | Ironing Boards | | 2 Nos. |
| 213. | 'Slotted Angel Racks | 6' X 3' X 2' | 3 Nos. |
| 214. | Steel Cupboard | 78" X 19" X 34" | 2 Nos. |
| 215. | House Keeping Linen Trolley | Maids Cart | 1 No. |
| 216. | Janitorial cot | | 1 No. |
| 217. | Commode with Flush Tank | | 2 Nos. |

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| 218. | Water Heater | 25 Ltrs. | 2 Nos. |
| 219. | Showers Panel Multijet Full Feature with Pressure pump | | 1 No. |
| 220. | Television | Hotel Specific TV | 2 Nos. |
| 221. | Minibar Fridge | | 2 Nos. |
| 222. | Intercom Phone System | | 2 Nos. |
| 223. | Rocking Chair | | 1 No. |
| 224. | Safe Deposit Lockers | Electronic Code | 2 Nos. |
| 225. | Shoe Shining machine | | 1 No. |
| 226. | Stem Press Machine | | 1 No. |
| 227. | Clothes Drier Machine | | 1 Nos. |
| 228. | Sewing Machine | | 1 No. |
| 229. | Laundry Trolley with Castors | | 2 Nos. |
| 230. | Mini Scrubber Drier with pump | 34 P | 1 No. |
| 231. | Mini Scrubber Drier Gravity 24n | | 1 No. |
| 232. | Carpet Extracturs | | 1 No. |
| 233. | High Pressure Jet Cleaners | | 1 No. |
| H. CONSUMABLES REQUIRED FOR HOUSEKEEPING | | | |
| 234. | Towels | | 12 Nos. |
| 235. | Bed sheets | | 36 Nos. |
| 236. | Blankets | | 12 Nos. |
| 237. | Night spread | | 12 Nos. |
| 238. | Bed covers | | 12 Nos. |
| 239. | Pillow covers | | 12 Nos. |
| 240. | Hand towels | | 12 Nos. |
| 241. | Hand Napkins | | 12 Nos. |
| 242. | Mattress Protector | | 12 Nos. |
| 243. | Bath Mats | | 6 Nos. |
| 244. | Door Mats | | 6 Nos. |
| 245. | Curtains | | 24 Nos. |
| 246. | Flower Vase | | 6 Nos. |
| 247. | Flower Pots | | 36 Nos. |
| 248. | Mattress | | 6 Nos. |
| 249. | Pillows | | 6 Nos. |
| 250. | Hand brush | | 2 Nos. |
| 251. | Chef coat/ paint/ knot/ saris/ apron | | As required |
| 252. | Shoe/shocks | | As required |

The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts, trainers of ITIs, NSTIs, faculties from universities and all others who contributed in revising the curriculum.

Special acknowledgement is extended by DGT to the following expert members who had contributed immensely in this curriculum.

| List of Expert Members contributed/ participated for finalizing the course curriculum of Catering & Hospitality Assistant Trade. | | | |
|---|---|---|----------------|
| S No. | Name & Designation Sh./Mr./Ms. | Organization | Remarks |
| 1. | Deepankar Mallick, Director | ATI-Kanpur | Chairman |
| 2. | Anil kumar, Joint Director of Training. | ATI-EPI Dehradun | Member |
| 3. | Magan Bhandari, F&B Manager | Hotel Great value, Rajpur Road , Dehradun | Member |
| 4. | H.S. Nigam, V.I. | ATI-Kanpur | Member |
| 5. | R.C. Pandey, Principal | Government Institute of Hotel Management and Nutrient, Dehradun | Member |
| 6. | Udaychamyal, Lecturer | Institute of Hotel Management, Dehradun | Member |
| 7. | Ashok Devi Trivedi, Dy. Director | RVTI Allahabad. | Member |
| 8. | Usha Devi Mishra, T.O.(D.M) | RVTI Allahabad | Member |
| 9. | V.S. Kaintura, Manager | Jeet Restaurant, Mussoorie | Member |
| 10. | S.K. Suri, Manager | New India Tourist Centre, Dehradun | Member |
| 11. | Rajendra Singh, Manager Catering | Ramanand Residency, Mussoorie | Member |
| 12. | Pankaj Thapliyal , G.M. | Country Inn, Mussoorie | Member |
| 13. | P.K.Shrma, Personal manager | Jay Pee Residency, Mussoorie | Member |
| 14. | Neeraj Aggrarwal, Director | Ram Institute of hotel Management, Dehradun | Member |
| 15. | Amol Aswal, Principal | New taj Institute of Hotel Management, Dehradun | Member |
| 16. | Shubender Rohilla, Hotler | Ramanand Residency, Mussoorie | Member |
| 17. | G.R.Uniyal, Proprietor | Uniyal Bakers | Member |
| 18. | Sachinkumar, Instructor Catering & Hospitality. | RVTI, Allahabad. | Member |
| 19. | Sanjay, Catering in charge | Taj Institute of Hotel Management,, Dehradun. | Member |
| 20. | SatyBir Singh, Administrative | LalBahadurShastri National | Member |

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| | Officer | Academy, Mussoorie | |
| 21. | V.P.S. Negi, H.O.D. | Kukreja Institute of Hotel Management, Dehradun | Member |
| 22. | Vivek Kumar, Assistant lecturer | Institute of Hotel Management, Dehradun | Member |
| 23. | C.S. Negi, A.G.M. | GMVN, Dehradun | Member |
| 24. | Sanjiv kumar, Principal | ITI Gujrala, Dehradun | Member |
| 25. | P.S. Negi, Head of catering Department | Kukreja Institute of Hotel Management, Dehradun | Member |
| 26. | A.K. Singh, Joint. Director | Tourism Development Board Uttaranchal, Dehradun | Member |
| 27. | Capt. Yogesh Uniyal, Manager | Uniyal Bakers and manufacturers. | Member |
| 28. | Neena Sharma, Director | Synergy consultant, Dehradun | Member |
| 29. | Ravindra Mohan Kala, State Secretary, Scout & Guide | 55-Rajpur road, Dehradun | Member |
| 30. | Tanuj Nayyar, Senior Sa's Chef. | Jay Pee Residency, Manore-Mussoorie. | Member |
| 31. | P. N.Yadav, Dy. Director. | ATI Kanpur | Member |

ABBREVIATIONS

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| CTS | Craftsmen Training Scheme |
| ATS | Apprenticeship Training Scheme |
| CITS | Craft Instructor Training Scheme |
| DGT | Directorate General of Training |
| MSDE | Ministry of Skill Development and Entrepreneurship |
| NTC | National Trade Certificate |
| NAC | National Apprenticeship Certificate |
| NCIC | National Craft Instructor Certificate |
| LD | Locomotor Disability |
| CP | Cerebral Palsy |
| MD | Multiple Disabilities |
| LV | Low Vision |
| HH | Hard of Hearing |
| ID | Intellectual Disabilities |
| LC | Leprosy Cured |
| SLD | Specific Learning Disabilities |
| DW | Dwarfism |
| MI | Mental Illness |
| AA | Acid Attack |
| PwD | Person with disabilities |

