

## **Upgradation of ITIs into Centres of Excellence-Broad guidelines for implementation of Syllabi of sector Hospitality**

These Centres will be providing multiskill training to meet the skill requirement of particular sector of industry with their active involvement in all aspects of training. The training will be provided in three parts as given below:

- ✓ Training in Basic skill areas for a period of one year.
- ✓ Training in Advanced modules for next six months.  
The testing & certification for the Basic skill training during first year & also for advanced training during next six months will be done under NCVT
- ✓ Training in specialized modules mainly in the industry (The course curricula, duration etc will be designed in consultations with the IMC/local industry. The trade testing & certification for this component will be done jointly by the State Government & Industry. Said certificate will be recognized by NCVT

**As per the recommendations of the EFC, Training in the shop floor should constitute atleast 25-40% of the curriculum.**

The training programme will have multi-entry and multi-exit provisions:

- ✓ trainee can opt to go to the labour market after completing broad based basic training of one year duration as well as after completing 1½ year of training.
- ✓ trainee can join advanced module as per his/her after some time .Specialized module would be offered after completing BBT & at least one advanced module .
- ✓ ITI pass out trainee of the particular trade(s) from the conventional system can seek admission for advanced/specialized training in the relevant sector.

As per the approved curricula in the Area/Sector of Hospitality Management, uniform rotation of trainees in six modules each of eight weeks duration as mentioned below is envisaged to be taken up. The trades from where existing infrastructure i.e. equipment/ instructor etc. could be utilized for the training in 'Hospitality Management' sector and space requirement of each module is as under

<b>Basic Module</b>	<b>NAME OF THE MODULE</b>	<b>Trade(s) from where existing equipment/instructor could be utilised</b>	<b>Minimum Space Requirement (Sqm)</b>
<b>HMBT-01</b>	<b>Basic Food Production</b>	Craftsmen Food Production (general)/ Craftsmen Food Production (vegetarian)/ Baker and Confectioner	80
<b>HMBT-02</b>	<b>Basic Food &amp; Beverages Service (Steward)</b>	Steward	60

<b>HMBT-03</b>	<b>Basic Front Office Service Operation</b>	<b>Front Office Management</b>	60
<b>HMBT-04</b>	<b>Basic accommodation operation/House Keeping</b>	<b>Domestic House Keeping</b>	60
<b>HMBT-05</b>	<b>Basic Computer Application</b>	COPA/IT&ESM	60
<b>HMBT-06</b>	<b>Basic Hotel Maintenance (including Plumbing &amp; Electrical Maintenance)</b>	<b>*Plumber/ *Electrician/ *Building Maintenance</b>	60

\*Facilities available in ITIs may be utilized for imparting skill training. Where such trades are not in operation , facilities available in the near by ITI could be utilized failing which facilities are to be created a fresh .

For each of above module, Trade Practical will be 28 hours /week and Trade theory for 4 hours /week. Apart from above, Generic modules as mentioned below will be taught throughout the year.

**G-01-** Hotel Accountancy

**G02-** Hygiene,

**G-03 - Language-French /German or any foreign language .**  
( four Hrs/week)

**G-04-ENTREPRENEURSHIP AND COMMUNICATION SKILLS... ..2 hrs/week**

In addition, 4 hours/week have been kept for Library studies & Physical Training

**Vocational Instructors:**

<b>NAME OF THE MODULE</b>	<b>No. of Vocational Instructors (VIs)</b>
<b>HMBT – 01 to 06</b>	Six VIs one each for 6 module of relevant trades
<b>G-01 to G-03</b>	One VI with relevant qualification as per need of module
<b>G-04</b>	One contract/part time / guest faculty for Generic module, ENTREPRENEURSHIP AND COMMUNICATION SKILLS –G-01

**The eligibility and other criteria for admission will be as under :**

Eligibility : 10<sup>th</sup> pass under 10+2 system .

Batch size : 96 trainees 16 in each module ( 20% supernumeraries be allowed to take care of drop outs as already exist under CTS)

**Admission:**

For basic training, admissions are to be made in August / Feb each year.

**Fee Structure:**

Fee Structure may be decided by States Govt. in consultation with IMCs . It may be desirable to prescribe a uniform tuition fee for a sector in all Centres of Excellence of a state .

**Space:**

Since workshop/theory class rooms are envisaged to be accommodated in the existing building of the ITI, therefore, following norms are prescribed only for new infrastructure is to be created .

(1) Workshop space of 60 Sqm for each basic module (except for HMBT-01 where space required is 80 Sqm)

(2) Three Theory classrooms of 30 Sqm each  
(some flexibility i.e. from 55 - 60 Sqm / 75-80 Sqm area for workshop and 20-30 Sqm area for class room area is proposed to be provided)

The Theory classrooms should have latest infrastructure including AV aids as per details given below:

- |  |               |
|--|---------------|
| 1. Suitable Chairs/ tables*                      | -As required  |
| 2. OHP/Epidiascope                               | - 1 No.       |
| 3. Laptop computer/PC (latest) & LCD projector** | -1 No.        |
| 4. Magnetic white board                          | -1 No.        |
| 5. White board                                   | -1 No.        |
| 6. Flip chart                                    | -1 No.        |
| 7. Storage Almirah                               | - As required |

(\* Optimum utilization of space/flexibility may be kept in view)

(\*\*Keeping in view the constraints of funds under the scheme, it is proposed to procure only one set of Laptop computer/PC / LCD projector for CoE. However, States if so desire may procure additional Laptop computer/PC/LCD projector from their funds) While selecting furniture, it should be kept in mind that these are meant for Centres of Excellence. Criteria like maximum flexibility/utilization of space should be kept in view.

**Office Equipment:**

For each CoE one Scanner, one Photocopy Machine and one PC/printer along with suitable accessories/furniture and internet connection (if not already available in the institute) is proposed to be provided for each CoE, in addition to the equipment prescribed in the syllabus.

**Addition/alteration/Construction:**

For Civil Works, tentative amount of Rs 40.00 lakhs have been proposed per CoE. It is envisaged to have separate block/ wing for the Centres of Excellence in the ITI campus. In case space is available in the existing building of an ITI for

taking up new areas as per requirement of the cluster of Industry, the existing space will be renovated as per the need. Alternately, separate block will be built up in the same campus keeping in view the space requirements of the Electrical Sector .

While planning for addition /alteration/Construction of workshop and Class rooms, following may be kept in view:

- ✓ concept of a Centre of Excellence
- ✓ the fact that the requirement of funds for construction /addition /alteration for advanced training will be higher than that of basic training

### **Publicity**

Wide publicity & advertisement be given for better response . The role of the local as well as the concerned Industry is very vital for the success of this program.

States may consider providing additional equipment/ other facilities like separate Library/upgradation of existing Library, Conference Hall/ Committee Room etc. from their own funds.

# **UPGRADATION OF ITI'S INTO CENTRES OF EXCELLENCE (CoE)**

**SECTOR/AREA: HOSPITALITY MANAGEMENT (TOURISM INDUSTRY)**

**BROAD BASED BASIC TRAINING  
(ONE YEAR)**

**List of CORE COMMITTEE/expert committee members upgradation of I.T.I.s  
into Centre of Excellence-CoE Sector/Area :(Tourism) Hospitality  
Management**

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Managing Director & Chairman of IMC,  
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2. Mr.Charles Bonifacio,  
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3. Mr.G.K.Srivastava,  
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4. Dr.P.S. Kinnerkar,  
Past Chairman CII Goa & Managing Director  
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7. Mr.Aleixo F. da Costa,  
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8. Mr.R.V. Konatkar,  
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10. Mr.Remedios D'Silva,  
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11. Mr. Narayan Naik  
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13. Miss Sonalo B. Naik,  
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## **Centre of Excellence (CoE)**

### **TRADE: HOSPITALITY MANAGEMENT**

Duration : 2 years - One year Broad Based Basic Training,  
6 months Advanced Training  
6 months Specialized Training at Reputed Hotels.

### **INDEX**

Upgradation of ITI s into Centres of Excellence (CoE)  
Sector/Area: Hospitality Management (Tourism Industry)  
Broad Based Basic Training (First Year)

<b>Basic Module</b>	<b>Name of the Basic Module</b>	<b>Duration in weeks</b>	<b>Page No.</b>
HMBT-01	Basic Food Production	8 weeks	
HMBT-02	Basic Food & Beverages service (Steward)	8 weeks	
HMBT-03	Basic Front office service operation	8 weeks	
HMBT-04	Basic accommodation operation/House Keeping	8 weeks	
HMBT-05	Basic Computer Application	8 weeks	
HMBT-06	Basic Hotel Maintenance (including Plumbing & Electrical maintenance Plumbing + 4 weeks & Electrical=4 weeks	8 weeks	

48 weeks

### **Generic Modules**

G-01	Hotel Accountancy	1 hr/week total 45 weeks	
G-02	Hygiene	-do-	
G-03	Language-French	-do-	
G-04	Business Communication & Entrepreneurship Skills	-do-	



**BROAD BASED BASIC TRAINING**  
**(ONE YEAR)**

THEORY: 6 HRS. PER WEEK

PRACTICAL:

BASIC MODULE: FOOD PRODUCTION (hmbt-01)  
WEEKS

DURATION: 8

TRADE THEORY	TRADE PRACTICALS
1) Knowledge about kitchen equipment and familiarization of their handling in the kitchen 2) Safety-Rules for using different types of knives	*Knowledge about different sections. *knowledge about kitchen equipment *Identifying of masala and dry stores *Learning to cut with knife
3) Foundation Ingredients and their properties and characteristics.	* Snacks
4) Layout of the kitchen. Name the different section of kitchen. Function of movable and immovable equipment in the kitchen	* Soups
5) Aims and objects of cooking food 6) Methods of Cooking	* Indian Dishes
7) Classification of Raw Materials. A) Perishable & b) Non-perishable	* Breakfast dishes, Beverages and Milk base drinks.
8) Kitchen Organisation- Responsibilities and functions of each category pf staff working in kitchen	* Salads and Goan dishes
9) Sauces 10) Soups 11) Stocks 12) Roux 13) Gravies	*Continental and Chinese dishes
14) Salads and Salad Dressing	*Sweets and Desserts

<b>PRACTICAL</b>	<b>THEORY</b>
1.Origin 2.Classis sequence 3.Types of menu 4.Planning of menu 5.Food and Accompaniments 6.Garnishes	Cover Ala Carte Table-de-hote
<b>VII BREAKFAST &amp; AFTERNOON TEA</b> 1.English breakfast 2.Continental breakfast 3.American breakfast	<b>SET UP OF</b> English breakfast cover Continental breakfast cover American breakfast cover Afternoon breakfast cover

### **Tools and Equipments required for trade of Food Production**

<b>Sr.No.</b>	<b>Name of item</b>	<b>Quantity</b>
1.	Deep freezer, vertical 3 doors (S.S)(365 lit)	1No
2.	Refrigerator (165 lit)	1No
3.	Gas tandoori with skewers & roti set	1No/12Nos/1 set
4.	Bain marie cum Hot cabinet(S.S.)	1No
5.	Gas Burner range having 6 burners (S.S.)	2Nos
6.	Chinese gas burner (S.S.)	1No
7.	Stainless steel work table	10Nos
8.	Dough kneading table	2Nos
9.	Electrical Oven	1No
10.	Trainees locker	1No
11.	Stainless steel rack (S.S.)	3Nos
12.	Salamandar	1No
13.	Electric Geyser (25 lit)	1No
14.	Dough kneading machine (5 Kgs.)	1No
15.	Water Boiler (S.S/Electrical)(15 lit)	1No
16.	Wet grinder (7 lit)	1No
17.	Weighing machine electrical	1No
18.	Weighing machine manual	1No
19.	Grinding stone (Flat type)	1No
20.	Mixer cum grinder	1No
21.	Wash basin	1Nos
22.	Dush pins (Foot press) plastic	1No
23.	LPG Gas cooking range (over Griller)	10 Nos
24.	Frying pan (MS)	6 Nos
25.	Frying pan (Non stick)	2/4 No
26.	Kadai (copper)(Med/Small)	2 each No

27.	Aluminium Dekshi 15 lit/12 lit	4 Nos
28.	Tawa (Medium Size)	4 Nos
29.	Wok(Chinese Kadai)	2Nos.each
30.	Pressure cooker 21 lts/5lts.	8 Nos
31.	Aluminium Dekshi (4 lts)	16 Nos
32.	Aluminium Dekshi (2 lts)	8 Nos
33.	Aluminium sauce pan (3lts)	8 Nos
34.	Chopping board 8" x 12 "	4 Nos
35.	Chopping board 1 ftx1ft	24 Nos
36.	Wooden spoon	24 Nos
37.	Perforated spoons	12 No
38.	Steel Slicer	18/6/4 Nos
39.	Steel Bowls(Sm/Med/Big)	2 Nos
40.	Collander	6 Nos
41.	Baking tray(2ftx2ft)	2 Nos
42.	Baking tray (2ftx3ft)	2 Nos
43.	Baking cake tin (round)	2 Nos
44.	Baking cake tin (square)	2 Nos
45.	Handi tongs	12 Nos.
46.	Serving kitchen spoons(big)	12 Nos.
47.	Steel plates	24 Nos.
48.	Balloon whisk	6 Nos.
49.	Measuring cup(Glass/Plastic)	4 Nos.
50.	Plastic containers	48 Nos.
51.	Stainless steel containers(5 kg)	6 Nos.
52.	Egg cutters	2 Nos.
53.	Steak Hammer	2 Nos.
54.	B.B.Q Skewers	12 Nos.
55.	B.B.Q. Forks	2 Nos.
56.	Tea, Coffee Urns	4 Nos.
57.	Chinese chopper	2 Nos.
58.	MS Chopper	1 Nos.
59.	Kitchen Knife (Big)	2 Nos.
60.	Vegetable Knife	2 Nos.
61.	Bread knife	2 Nos.
62.	Paring knife	2 Nos.
63.	Palate knife	2 Nos.
64.	Coconut Grater (Hand type)	8 Nos.
65.	Bread tin	6 Nos.
66.	Ring moulds	6 Nos.
67.	Small Cup Moulds	48 Nos.
68.	Pizza cutter	4 Nos.
69.	Door cutter	4 Nos.
70.	Box type grater	10 Nos.
71.	MS cupboards	2 Nos.
72.	Instructor table/Chairs	1No/3 Nos.
73.	Hand Blender	1 No.
74.	B.B.Q. Trolley (S.S.)	1 No.

75.	Sieve	4 Nos.
76.	Strainers	8 Nos.
77.	Tea Strainers	4 Nos.
78.	Sizzler Plates	6 Nos.
79.	Spagatti Strainer	2 Nos.
80.	Water Purifier	1 No.
81.	Exhaust	8 Nos.
82.	Insect Killer	3 Nos.
83.	Pasta machine	1 No.
84.	Rolling pins	12 Nos.
85.	Speculla	12 Nos.
86.	Storage Racks	5 Nos.
87.	Fans	As required
88.	Lighting in the kitchen	As required
89.	Gas Piping	As required
90.	Electrical connecting	As required

### **T-02(STEWARD) FOOD AND BEVERAGES SERVICE SYLLABUS 8 WEEKS**

<b>PRACTICAL</b>	<b>THEORY</b>
<u>FOOD SERVICE INDUSTRY</u> Production of Hot sectors of F&B department And evaluations of catering industry Of catering establishment	Visit various section of ITI and to become familiar with the Workshop and Institute.
<u>EQUIPMENT USED IN BAR AND RESTAURANT</u> Cutlery and sizes Crockery and sizes Glassware and capacity Items and furniture And sizes Or En-Scene En-Place Of Waiters cloth	Drawing of various cutlery, crockery and glass ware  Identifying cutlery, crockery and glass ware  Knowledge about type of equipment to be used with type of fishes
<u>KNOWLEDGE ABOUT F &amp; B DEPT ARCHY &amp; Job description</u> Es of Restaurant Relationship between waiter-other Dept. Management Guest.	<u>BASIC TECHNICAL SERVICE SKILLS</u> *holding service spoon and fork *Carrying glasses Carrying clean cutlery crockery and flatware *Using of service slaver and tray *Clearing side plates and knife *Clearing accompaniment *Crumbing down.

<b>FOOD &amp; BEVERAGE SERVICE</b> <b>PERSONAL</b> Ton of a waiter in catering industry &Job description butes of F&B(S) personal relative attitudes	Napkin folds
<b>ES OF SERVICE/LAYING TABLES</b> Service Sport Sted/Self service Laying of a table Serving at the table	Laying and relaying table cloth Laying and relaying cover Removal of spare cover Waiting at the table Forms and Methods of service Tray carrying Order of table service

### **TOOLS & EQUIPMENT FOR THE TRADE OF STEWARD- Food & Beverage Service**

<b>Sr.No.</b>	<b>Name of the Item</b>	<b>Qty</b>
1.	Service tables with baize (6* 2 ½ )	As required
2.	Additional chairs	As required
3.	Wash basins	02
4.	Soap dispenser	01
5.	Crockery set for 16 trainees	As required
6.	Glass & jugs (including different types of wine glasses)	As required
7.	Table linen	As required
8.	Side board of 8 tables	As required
9.	2-Storage cupboards,20 sets of tea pots	As required
10.	Coffee pots, sugar pots and milk jugs (silver types)	As required
11.	Service counter	As required
12.	1-tea urn	As required
13.	Cutlery set for 20 trainees as per eleven course menu (silver type)	As required
14.	1-Electric Geyser	01
15.	1-Weighing scale	01
16.	Silver service trays/salver etc.	As required
17.	Sample preparation trolley	As required
18.	Cona Coffee set	As required
19.	1-Refrigerator (Large size)	01
20.	Hot plates for five side boards	As required
21.	Sundry equipment	As required
22.	Rolling black board	As required
23.	Table & chair for 20 trainees (Desk type)	As required

24.	Instructor Cupboard(Godrej) table & chair	As required
25.	1-Range	01
26.	Three tier shelf	As required
27.	3 Swill bin with foot press	As required
28.	Trainee locker (Godrej)	As required
29.	Furniture and furnishings	As required
30.	Bar Counter with mirror & Bar equipment	As required
31.	Water boiler	As required
32.	NCR machine/Computer	As required
33.	One bain marei	As required
34.	Library books	As required
35.	2-Trolley racks	As required

**BROAD BASED BASIC TRAINING  
(FIRST YEAR )**

**HMBT 03 : FRONT OFFICE**

<b>Sr. No.</b>	<b>Task</b>	<b>Conditions Materials Equipments</b>	<b>Practical</b>	<b>Theory</b>
1.	Using the English Language and/or other customer foreign language	Normal working conditions	<p>Ability to execute all job related guest contact in the English language , greeting guests, registration, giving information, selling rooms, dealing with enquiries etc.</p> <p>Ability to hold a simple everyday conversation with guest.</p> <p>Language standard to approved level.</p>	<p>Basic Vocabulary</p> <p>Front Office and accommodation Vocabulary</p> <p>Phonetic alphabet</p>
2.	Preparing for work	<p>Adequate stationery and relevant forms.</p> <p>Clean and well organized front desk.</p> <p>Telephone, telex, facsimile, E-Mail.</p> <p>Equipment to include :</p>	<p>Standard and Procedures for :</p> <p>Arrivals list Departure list Reservations Room availability Room allocation/Functions Activities</p> <p>Work standards Organisation Timing Cleanliness</p> <p>Personal hygiene, including:</p>	<p>Basic hygiene and</p> <p>Front Office systems</p> <p>Front Office organization and layout</p> <p>The Hotel Industry</p> <p>Housekeeping knowledge</p> <p>Knowledge of</p>

		<p>Computers and Printers, photocopies ,typewriters, time stamps.</p> <p>Credit card machines Key card machines</p> <p>Guest information packs</p> <p>Brochures, rate sheets, etc.</p> <p>Front office Cashier</p> <p>Bell service</p> <p>Luggage handling equipment</p> <p>Front lobby-environmental conditions and controls</p> <p>Lighting Ventilation Temperature Controls Pipe Music In-House movies</p> <p>Cleaning equipment and supplies</p>	<p>Clean Skin, hands, hair, Regular hand washing during work</p> <p>Freedom from bodily odour</p> <p>Clean teeth and breath</p> <p>Clean clothing/uniform</p> <p>Covering mouth when sneezing or coughing</p> <p>Covering of cuts, grazes and wounds.</p> <p>Personal appearance factors:</p> <p>Tidy hair Makeup Jewellery Perfumes/lotions</p>	Property Management System(PMS)
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3.	Caring for Customers	Normal front office conditions	<p>Quality and standards of service: Greeting Advance check-in Checking-in Giving information Checking Out</p> <p>Dealing with special requests Saying goodbye Standard of politeness: Typical dialogue and exchanges</p> <p>Speed and style of service.</p>	<p>Profile of market and guest history</p> <p>Product range</p> <p>Local knowledge</p> <p>Customer expectations</p> <p>Etiquette.</p>
4.	Using the Telephone	<p>Telephone systems and types of switchboard/ PABX</p> <p>Types of call: Local, long Distance, internal</p> <p>Directories</p>	<p>Efficiency and courtesy in Telephone techniques Answering and making calls Transferring calls Holding calls Taking messages Distributing messages</p> <p>Effectiveness in selling by telephone Accuracy of reservations by telephone Efficiency in using telephone directories Procedures for basic cleaning and maintenance.</p>	<p>Caring for the customer (see Task 3)</p> <p>Basic Hygiene (see Task 2)</p> <p>Basic theories of telecommunications</p> <p>The functioning of the national telephone system.</p> <p>Phonetic alphabet (see Task 1)</p>
5.	Using the telex and facsimile	Types of facsimile, telex machines and E-Mail Basic equipment and supplies Telex and	<p>Procedures and sequences for</p> <p>Loading paper Receiving and preparing messages Transmitting</p>	<p>Basic theories of telecommunications.</p> <p>Using of machines: Peak and off-peak Utilization</p>

		facsimile paper	messages Legibility Clarity Accuracy of reservation by telex/facsimile Procedures for basic cleaning and maintenance	International hotel and Tourism abbreviations
6.	Welcoming guests to the hotel	Prepare for work (see Task 2)	Standards for: Arrival by taxi, private car, by foot and other forms of transport Group and individual arrivals Greeting standards Welcome phrase Politeness and etiquette Welcome cards Call guest procedures Providing information/packs Handling guest feedback Advance payment Dinner bookings etc.	Caring for the customer (see Task 3) Hotel markets/customer profiles and guest history Etiquette/politeness.  Communication theory including body language.
7.	Checking-in guests and selling rooms	Preparing for work (see Task 2) Room rack and keys (see Task 8)  Time stamps (see Task 2)	Welcoming guests (see Task 6) Procedures for room Rack/computers (When provided) Documentation completed without errors. Accuracy of opening guest account Organisation of check-ins/timing. Standard and procedures for check-ins: Individual (with booking) Group VIP guests Arrivals without bookings Guest History	Caring for the customer (see Task 3)  Hotel markets and customer profiles. Sales techniques  Product knowledge  Front office systems  Hall porter function and responsibilities

			<p>Wake up calls Special requests Adequacy of providing information</p> <p>Sequences and effectiveness in selling rooms to guests without reservations</p>	
8	Issuing and controlling room keys	<p>Room keys</p> <p>Key racks</p> <p>Types of key system: *Mechanical *Electronic</p>	<p>Procedures and sequence for the handling of guest keys: *Receiving and sorting keys *Issue of keys for: *Guest arrival *Group arrival *Registered Guest *Lost keys Standard and control for master keys</p>	Hotel security systems
9.	Showing guests to their rooms	<p>Porters/Bellman Physical organization of hotel: layout of guest rooms.</p> <p>Condition of ready to occupy guest room: Cleanliness, maintenance room equipment, TV, lighting, air conditioning, mini-refrigerator.</p>	<p>Procedures for accompanying guests and arrangements for luggage. Quality of: *Information given and briefing of guest. *Room check *Communication with bell captain and housekeeping department</p>	<p>Basic hygiene (see task 2)</p> <p>Quality standards for guest rooms.</p> <p>Location and usages of facilities in each room</p>
10	Dealing with guest enquiries	Normal operating conditions	<p>Speed in responding to urgent requests</p> <p>Noting guest requests including special requests Efficiency of</p>	<p>Basic hygiene (See task 2)</p> <p>Front office procedures</p> <p>Local</p>

			implementing requests Follow up procedures	knowledge and government regulations
11	Handling mail and messages	Normal working conditions  Time stamp	<p>Procedure for:</p> <ul style="list-style-type: none"> <li>*Handling incoming and outgoing mail</li> <li>*Sorting guest mail and notifying guests.</li> <li>*Mail before arrival</li> <li>*Mail after departure</li> <li>*Internal mail distribution</li> </ul> <p>Procedures for handling messages. Accuracy of:</p> <ul style="list-style-type: none"> <li>*Writing skills</li> <li>*Guest messages</li> <li>*Filing systems</li> </ul> <p>Promptness of:</p> <ul style="list-style-type: none"> <li>*Delivery of message to guest</li> </ul> <p>Sundry sales</p> <p>Using the telephone (see task 4)</p>	Basic hygiene (see task 2)
12	Using the public address system	Public address installations	<p>Procedures and sequence for:</p> <ul style="list-style-type: none"> <li>*Use of microphone</li> <li>*Paging board</li> </ul>	<p>Communications theory</p> <p>Public speaking</p>
13	Arranging safe custody of valuables	<p>Types of deposit box</p> <p>Types of safes in room safe</p>	<p>Procedures for the use of safety deposit boxes:</p> <ul style="list-style-type: none"> <li>*Guest cards</li> <li>*Keying system</li> <li>*Boxes/envelopes</li> </ul> <p>Procedures for handling lost property</p>	Security and safe custody systems
14	Handling complaints	Environment and conditions appropriate for listening to complaints	<p>Standards and techniques for handling complaints; listening, recording, understanding guests position and needs.</p> <p>Procedures for:</p> <ul style="list-style-type: none"> <li>*Taking action and follow-up reporting to higher authority</li> </ul>	<p>Caring for the customer (see task 3)</p> <p>Human relations theory</p> <p>Communications theory including body language</p>

15	Giving basic first aid and responding to emergencies	<p>The first aid box : location and contents</p> <p>Fire extinguishers</p> <p>Emergency telephone number</p>	<p>Promptness and accuracy in:</p> <ul style="list-style-type: none"> <li>*Notifying accidents, illness, fire, etc.</li> <li>*Making necessary reports.</li> <li>*Calling for doctor/ambulance, firefighters, police</li> <li>*Taking direct action</li> <li>*House procedures for various emergencies</li> <li>*Effectiveness in preventing and putting out fires</li> <li>*Effectiveness in evacuating the work area and removing guest records (Food, fire, emergency)</li> <li>*Effectiveness in assisting the evacuation of the building</li> </ul>	<p>Elementary physiology, first aid box: medicines and their use.</p> <p>Characteristics of accidents/ injuries and corresponding treatment:</p> <ul style="list-style-type: none"> <li>*Common accidents; slipping, falling, scalding, insect bites and stings.</li> <li>*Emergencies; heart attacks, strokes, shock, major loss of blood</li> </ul> <p>Life saving techniques:</p> <ul style="list-style-type: none"> <li>*Resuscitation</li> <li>*Mouth to mouth</li> <li>*Cardiopulmonary (CPR) Fire/ smoke:</li> <li>*Prevention</li> <li>*Extinguishers and their use</li> <li>*Evacuation</li> </ul>
16	Checking out guests	<p>Luggage handling facilities and equipment</p> <p>Cashiering equipment</p>	<p>Organization of check-outs/ timing</p> <p>Avoidance of queues:</p> <ul style="list-style-type: none"> <li>*Advance checkouts</li> <li>*Speedy checkouts</li> <li>*Group checkouts</li> </ul> <p>Procedures for preparing and receiving payments of guest bills.</p> <p>Procedures for paying guest bills:</p> <ul style="list-style-type: none"> <li>*Cash</li> <li>*Credit card/approval</li> </ul> <p>Sequence and</p>	<p>Caring for the customer (See task 3)</p> <p>Front office and cashiering systems: Checkout procedures</p> <p>Referral reservation arrangements</p>

			<p>procedure of :</p> <ul style="list-style-type: none"> <li>*Recording check outs</li> <li>*Room rack/Computer</li> <li>*Notifying check outs; cashier, housekeeping;</li> <li>*Left luggage</li> <li>*Luggage clearance system/bell captain</li> <li>*Luggage errand cards</li> </ul> <p>Return of room key</p> <p>Guests who walk out without paying</p>	
17	Arranging Departures and seeing guests off	<p>Luggage handling</p> <p>Materials (See Task 7)</p>	<p>Procedure for :</p> <ul style="list-style-type: none"> <li>*Arranging transportation</li> <li>*Thanking the guest for their stay.</li> <li>*Inquiring about future reservations/return visits</li> <li>*Saying goodbye Guest Comment cards</li> </ul>	Caring for the customer (See Task 3)
18	Handling over at the end of a work shift	Normal working conditions	<p>Recording unfinished work</p> <p>Recording special requests</p> <p>Recording expected late arrivals and departures</p> <p>Urgent/important messages to be given</p> <p>Recording special incidents or problems</p> <p>Handling over tidying up (Checking equipments and supplies)</p>	Front office procedures.

## **TOOLS & EQUIPMENTS FOR THE TRADE OF FRONT OFFICE**

### **Front Office :-**

	<b><u>Qty.</u></b>
1. Computer	01
2. Phone *Intercom * EPBX	01
3. Filing Rack	01
4. Safe Deposit locker	01
5. Viteny rack	01
6. Keyboard	01
7. Lobby sofa	01
8. Coffee table	0`1
9. Paintings on walls	As required
10. Sign boards	01
11. Information boards	01
12. Lobby manager desk	01
13. Bell boy counter	01
14. Travel desk	01
15. Student locker	As required
16. Steel cupboard	As required
17. Stationery	As required

**BROAD BASED BASIC TRAINING  
(FIRST YEAR )**

**HMBT 04 : House - Keeping**

<b><u>TASK</u></b>	<b>CONDITIONS MATERIALS EQUIPMENT</b>	<b>KEY POINTS IN TAKS EXECUTION (Practical)</b>	<b>RELATED KNOWLEDGE (Theory)</b>
1.Using the English language and/or related foreign language	Normal working conditions	Ability to handle basic customer contact, greeting guests, understanding requests  Language standard equivalent to approved certifying bodies	Basic vocabulary  Housekeeping vocabulary
2.Setting up and preparing for work	Maids trolley Cleaning supplies Accessories and equipment Guest supplies and their use Linen	Identification of key features of trolley  Identification of: *Linen *Cleaning supplies *Equipment and materials *Guest supplies Handling clean linen Correct storage on trolley Use of trolley	Personal and work hygiene  Safety  Awareness of hotel occupancy
3.Caring for customers	Normal working conditions	Quality and standards of service: *Greeting *Advance checking checking in *Giving information *Checking out *Dealing with special requests *Saying goodbye *Standards of politeness typical dialogue and exchanges *Speed and style of service	Profile of the market and guest history  Product range  Local knowledge  Customer expectations  Etiquette



<p>4.Servicing a checkout/ departure room</p>	<p>Room layouts; fixtures and furniture</p> <p>Cleaning materials and equipment</p> <p>Hotel linen</p> <p>Guest supplies</p>	<p>Job procedure and sequence of work Observing safety and security aspects</p> <p>Checking and reporting lost property and maintenance Checking and adjusting: *Air Conditioning *Television/Radio *Lighting, etc.</p> <p>Disposing of rubbish</p> <p>Carrying out trays</p> <p>Bedmaking, handling clean and soiled linen Routine cleaning of: *Furniture and fittings *Walls *Floors *Mirrors *Lights *Ceilings</p> <p>Replenishing guest supplies</p> <p>Vacuuming Standards for serviced rooms- cleanliness and preparedness</p>	<p>Basic Hygienic (see Task 2) Preparing for work (see Task 2) Characteristics of guest supplies (see Task 4)</p> <p>Equipment and materials</p>
<p>5.Servicing bathrooms</p>	<p>Bathroom layouts, fixtures and fittings</p> <p>Cleaning materials equipment and guest supplies (see Tasks 2 &amp; 4)</p>	<p>Output standards; time to complete bedmaking and room</p> <p>Notification of rooms ready for servicing; entering room</p>	<p>Basic work hygiene</p> <p>Preparing for work (see task 2)</p> <p>Safety aspects</p> <p>Principles of cleaning</p>

		<p>Job procedures and sequence of work</p> <p>Output standard</p> <p>Routine cleaning standards; bathroom fittings walls, floors, mirrors, lights, shower curtain</p> <p>Standards for serviced bathrooms- cleanliness and preparedness</p> <p>Checking for lost property and maintenance</p> <p>Replenishing guest supplies/linen</p>	
6. Servicing an occupied room	Maid's trolley set up	<p>Job Procedures and sequence of work</p> <p>Difference between the servicing of a check out occupied room</p> <p>Tidying guests belonging bed making, routine cleaning</p> <p>Standards for serviced rooms; cleanliness, preparedness</p> <p>Dealing with a guest who returns while servicing rooms</p>	<p>Basic hygiene personal &amp; work</p> <p>Preparing &amp; setting up for work</p> <p>Principles of cleaning</p> <p>Safety &amp; Security</p> <p>Servicing a checkout and departure room and bathroom</p>
7. Servicing a vacant room	Maid's trolley set up	<p>Job procedure sequence</p> <p>Using and filling in relevant lists</p>	See Task 6
8. Providing an evening turn-down service	<p>Maid's trolley</p> <p>Cleaning material</p> <p>Give always (if</p>	<p>Job procedure and sequence</p> <p>Notification of rooms ready for</p>	As in all tasks to date

	appropriate)	<p>entering and servicing</p> <p>Tidying of guest belongings</p> <p>Turning down the bed</p> <p>Cleaning the bathroom and replenishing supplies</p> <p>Adjusting air conditioners/switching on lights</p>	
9.Handling room transfers/changes	Physical configuration of guest floors	<p>Procedure for handling guest transfers/changes:</p> <ul style="list-style-type: none"> <li>*Notification of transfer</li> <li>*Transferring and arranging the guest's personal effects</li> <li>*Checking the former room</li> <li>*Recording the transfer</li> <li>*Reporting to the supervisor</li> <li>*Liaising with front office</li> </ul>	Arrangement of guest's personal effects
10.Handling guest laundry and dry cleaning	Guest supplies and instructions: laundry and dry cleaning lists and bags, shoe shine materials	<p>Clarity of laundry list and accompanying instructions</p> <p>Checking laundry and dry cleaning lists</p> <ul style="list-style-type: none"> <li>*Garment count</li> <li>*Guest information</li> <li>*Room number and time handed in</li> <li>*Speed of service required</li> </ul> <p>Procedure for processing laundry and dry cleaning:</p>	<p>Basic hygiene</p> <p>Familiarity with all items of clothing</p> <p>Customer skills</p>

		<ul style="list-style-type: none"> <li>*Collection</li> <li>*Sending</li> <li>*Returning</li> <li>*Other cleaning services e.g. shoe-shine</li> </ul>	
11.Servicing public areas	<p>Physical facilities &amp; environmental conditions (see task 2)</p> <p>Cleaning equipment and material (see tasks 2 &amp; 4)</p> <p>Safety signs</p> <p>Plants</p>	<p>Job procedures, work sequence</p> <p>Standards of completed public areas-cleanliness and hygiene</p> <p>Scheduling and organization of cleaning-routing and non-routine-slow versus busy periods</p> <p>Safety standards and procedures for potential hazards:</p> <ul style="list-style-type: none"> <li>*Wet floors</li> <li>*Appliance cords</li> <li>*Unattended equipment and tools</li> </ul> <p>Upkeep and cleanliness of indoor plant flowers</p>	<p>Basic work hygiene</p> <p>Preparing for work</p> <p>As in previous tasks</p>
12.Closing down	Maid's trolley and equipment	<p>Emptying trolley</p> <p>Replacing linen Neatly on storage shelves</p> <p>Washing and storing</p> <ul style="list-style-type: none"> <li>*Cloths</li> <li>*Buckets</li> <li>*Brushes</li> <li>*Wringers</li> <li>*Mops</li> </ul> <p>Emptying and replacing vacuum bag</p> <p>Storing vacuum</p> <p>Wiping trolley</p> <p>Tidying pantry; and</p>	<p>Work hygiene</p> <p>Safety</p>

		washing floor  Filling in and submitting room status list	
13.Using the telephone	Basic installations	Standards of efficiency and courtesy: *Answering and making calls *Taking messages *Transferring calls  Procedures for basic cleaning  Reporting out of order phones	Basic communications  Basic hygiene
14.Dealing with pests	Pest control equipment and supplies	Standards of cleanliness (see task 4)  Checking for pests verifying times  Routine eradication and control procedures	Basic hygiene  Types of pests; characteristics and dangers  Insecticides and the characteristics of chemical control  Other control procedures  Safety
15.Removing stains	Stain removers	Standards of cleanliness (see Task 4)  Procedure for noting and reporting stains  Procedures and techniques for using stain removers; upholstery, carpets, walls, etc.	Basic and work hygiene  Stain removers; characteristics and use  Safety and security
16.Handling non-routine cleaning	Equipment relevant to the task	Procedure and sequence for individual task  Standard of finish	Basic hygiene  Principles of cleaning  Preparing and setting up for work

		Correct use of carpet shampoo Correct use of polisher/scrubber	Safety
17. Giving basic first aid and responding to emergencies	The first aid box location and contents  Fire extinguishers, location  Emergency  Telephone numbers	Standard procedures for emergencies  Promptness and accuracy and accuracy in; *Notifying accident etc. *Making necessary reports *Calling for doctor and ambulance *Fire-fighters *Taking direct action *Effectiveness in preventing, putting out fires	Elementary physiology, first aid box; medicines and their use.  Characteristic of accidents/injuries and corresponding treatment  *Common accidents; slipping, falling, scalding, insect bites and stings  *Emergencies-heart attacks, strokes, shock, major loss of blood.  Life saving techniques (resuscitation): *Mouth to mouth *Cardio-pulmonary (CPR) Fire/smoke; prevention, control, extinguishing evacuation.
18. Handling customer complaints	Environment and conditions appropriate for listening to complaints	Standards and techniques for handling complaints; listening, recording, understanding guest's position and needs Procedures for : *Taking action and follow-up *Reporting to higher authority	Caring for the customer (see Task 3)  Human relation theory  Communications theory including body language

## House-Keeping

### Tools & equipments required for the trade of house-keeping

Towels	12 Nos.
Bed sheets	36 Nos.
Blankets	12 Nos.
Night spread	12 Nos.
Bed covers	12 Nos.
Pillow covers	12 Nos.
Hand towels	12 Nos.
Hand Napkins	12 Nos.
Mattress Protector	12 Nos.
Bath Mats	6 Nos.
Door Mats	6 Nos.
Curtains	24 Nos.
Flower Vase	6 Nos.
Flower Pots	36 Nos.
Slotted angle Racks	3 Nos.
Steel Cupboard	2 Nos.
Student Locker	1 No.
Beds	4 Nos.
Mattress	6 Nos.
Pillows	6 Nos.
Bed side tables	4 Nos.
Sofa chairs	4 Nos.
Sofa	2 Nos.
Coffee table	2 Nos.
Writing cum dressing table	2 Nos.
T. V. Trolleys	2 Nos.
T. V. with cable	2 Nos.
Luggage rack	2 Nos.
Fridge with cabinet	2 Nos.
Channel Music	2 Nos.
Ward Rob	2 Nos.
Balcony chairs with coffee table	4/2
A.C.unit	2 Nos.
Intercom	2 Nos.
Fans	2 Nos.
Column lamp	2 Nos.
Bed side lamp shades on table or wall	4 Nos.
Night lamp	01
Carpet	01
Vacuum cleaner wet & dry	01
Scrubber machine	01
Jet Pressure/Skirting machine Equipment	01

Hand brush	02
Room maid trolley	02
Washing machine	01
Hand press	02
Rollers	02
Irons	02
Ironing Boards	02



## **HMBT-05 BASIC COMPUTER APPLICATION**

**( Duration : 8 weeks)**

<b>Practical</b>	<b>Theory</b>
Booting the computer, opening windows menu, using the mouse, refresh computer desktop using right click of the mouse, create a directory in xp and linux, format a floppy, create a file using note pad, save the file in floppy, copy the file into hard disk, copy a file from hard disk to floppy, create a directory in floppy, create a directory in hard disk, use my documents, use start menu for opening an application, to open a document recently written, change control panel settings for display, change the volume name of the hard disks using system properties, familiarize with key boards and keys.	Introduction to Computer fundamentals and its parts, familiarizing with disk drives, Booting of a computer system, using the mouse, Right click, left click and use of operating systems like Windows XP, linux, menu system, tool bars, file structures, directories, moving and copying a file from floppy to hard disk, hard disk to floppy disk, creating directories. Formatting floppy disk.
Techniques of changing desktop wall paper, changing desktop screen properties, control panel, user accounts, customizing icons, writing a sample text using notepad, using paint for drawing figures to get accustomed with mouse. Saving a file. Using windows explorer, install a software, remove a software, add new hardware to the system (like a printer, change the system date and time, changing the regional settings of the system like country, currency, date format, using start menu, creating desktop short cuts	Use of desktop, control panel settings, explorer, regional settings, creating shortcuts, use of simple applications like paint, notepad,
Open internet explorer, change the settings in IE, customize internet explorer for default applications, enable cookies, change the security settings, set up an internet connection, user ID and password saving in the computer for future usage, set up outlook express for an e-mail account, setup server authentication settings, receive and send e-mail from the account. Search using Yahoo and Google for certain topics, download a file from the internet, save the download file. Set up the net meeting using MSN or Yahoo messenger	Study of internet explorer, modem, settings in the IE and modem, dial up and broadband connections, outlook express, viewing E-mail from the web site and outlook express, creating e-mail accounts, using search engines, video conferencing, MS chat
Open MS WORD, create a new file, save a file, open an exiting file, save as a text file	Creating sample documents using MS WORD. Text wrapping, text formatting,

<p>type a paragraph, set for left and right margins, change the letters from upper to lower case, vice versa, cut a paragraph, copy a paragraph, setup tab positions, set hanging indents, draw a simple table, insert rows, insert columns, erase rows, erase columns, search the documents for spelling collections, print the letter in a printer attached, in portrait and landscape.</p> <p>Open excel, and workout the following to understand the theory commands:</p> <p>Prepare a salary bill for ABC organization with column A for names, column B for basic salary, column C for DA, column D for addition of B &amp; C to get the full salary. Add the column D into a new cell as TOTAL amount.</p> <p>Copy the sheet into sheet 2. Sort the sheet 1 as per names. Sort the sheet 2 as per Total salary.</p> <p>Insert two rows in sheet 1. Merge these rows. Enter heading as salary bill. Use borders and shading for the entire used column.</p> <p>Print the sheet using set print area with margins, and use scale factor for reduction and enlargement. Use portrait and landscape.</p>	<p>changing letters to different case, drawing table, mail merging, page formatting, using different font types, printing a document</p> <p>Using excel as spread sheet, familiarizing with cells, formulae, text, numbers and date, using shortcuts for entering date and numbers in progressive cells, copying formulae, text and numbers, using borders, merging cells, unmerging, changing cell width, row height, printing an area of the sheet, options of printing like fit to paper, shrinking etc. using different in a workbook, changing colors of cells, fonts, text</p>
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**Tools, Machinery, equipments, etc. for a batch of 16 trainees**

<b>Sl.No.</b>	<b>Item</b>	<b>Quantity</b>
1	Pentium IV computer or latest with 512 MB RAM with following accessories DVD combo drive with latest X version, hard disk with 80 GB or above, 17" Monitor, AGP graphics card with 64 mb, 10/100 Ethernet card, Modem	8 Nos.
2	Centralized UPS of 1 KVA capacity or 4 UPS of 500 VA	
3	Laser Printer	1 No.
4	Dot Matrix Printer	1 No.
5	Windows XP operating system	As required.
6	M-S Office 2000	As required
7	Suitable computer tables, computer chairs	As required
8	Tool cabinet and trainees locker	2 each
9	Book Shelf (with glass panel)	1 No.
10	Shoe rack	As required
11	Vacuum cleaner	1 No.
12	Scanner	1 No.
13	Storage almirah	As required

**BROAD BASED BASIC TRAINING**  
**(ONE YEAR)**

**BASIC MODUEL-HMBT-06-BASIC HOTEL MAINTENANCE**  
**(PLUMBING AND ELECTRICAL MAINTENANCE)**

**(Duration – 8 weeks)**

**1) Course Content**

**a) Plumbing – 4 weeks**

**b) Electrical – 4 weeks**

<b>Practical</b>	<b>Theory</b>
Plumbers Hand tools and equipments. Identification, demonstration and precautions to be observed, their use and care. Cutting of pipes of different metals of different dimensions. Fixing of waste pipe cast iron with suitable bends, with junction jointing with lead and cement.	Safety precautions and elementary first aid. Description of plumbers tools and equipments, care and use of tools, materials used in plumbing. Ferrous metals, cast iron, mild steel & its properties and uses. Non ferrous metals, brass, copper, zinc, lead, tin, solder, gun metal, Teflon tape, & hold tight 7 its uses in plumbing work, white lead and red lead.
Fixing of floor traps, in a bath & kitchen, External threading of G. I. Pipes of various sizes, using pipe die of various sizes up to 50 mm. Simple pipe connection using- G.I. pipes	Fixing of soil pipes, waste pipes, RC pipe with accessories and jointing (using lead and cement) Description of traps, types of traps. Hard & soft water, temporary hardness and permanent hardness of water. Impurities in water, purification of water. Filtering methods of water. Removal of air lock. Tracing out leakages & rectifying the defects. Protection of pipes.
Demonstration on different types of closets, urinals, flushing cisterns, tanks, flush valves, wash basins, water heater (geyser). Maintaining sanitary fitting	Knowledge over water closet – Indian and European, flushing cisterns – high & low level, installation of Automatic tank, flush valve and wash basin, sink, bath tub, installation of water heater, simple knowledge of pipe layout.
One day visit to any construction site (preferably of any Hotel Project) to know the installation of plumbing pipe lines and other internal sanitary installations.	

## **II) Tools, Machinery & Equipments for a batch of 16 trainees.**

Sr.No.	Item	Quantity
1	Steel Rule 300 mm graduated in mm and inches	4 Nos.
2	Hack Saw frame, adjustable for 250 to 300 mm	4 Nos.
3	Scriber 200 mm	4 Nos.
4	Centre punch 100 mm	4 Nos.
5	Chisel Cold flat 20 x 250 mm	4 Nos.
6	Hammer ball peen 800 mm grams	4 Nos.
7	Hammer ball peen 300 gms	4 Nos.
8	File flat rough 300 mm	4 Nos.
9	Stillson Wrench 200 & 350 mm	2 Nos.
10	Screw driver 250 mm	4 Nos.
11	Wooden mallet small IS: 2022	4 Nos.
12	Cutting pliers 200 mm IS:3650	4 Nos.
13	Steel tape 10 mtr	2 Nos.
14	Hand vice jaw 50 mm	2 Nos.
15	File flat smooth 200 mm	2 Nos.
16	Pipe vice up to 77 mm grip, IS2587	2 Nos.
17	Stillson pattern Pipe wrench 320 mm to take pipe up to 52 mm	2 Nos.
18	Adjustable spanner, A 375 IS: 1649	1 No.
19	Hand Drill, Electric with chuck , 6 mm cap	1 No.
20.	No:3 Bench vice	2 Nos
21.	Measuring Steel Tape 3 meter	4 Nos.
22.	Dieset ½" ¾ and 1" B.S.P. complete set	2 sets
23.	Dieset cup model BSP 1 ¼" 1 ½ and 2"complete set	2 sets
24.	12" water pump plier	1 No. each
25.	Trowel (Short and long Heart)	1 No. each
26.	Rawl Gumper of sizes 14", 16" and 18"	2 Nos
27.	Pocker	1 No.
28.	Sledge Hammer 1 ½ lbs and 2 lbs	2 Nos.
29.	Tubular Box Spanner to suit 15 mm, 20 mm and 32 mm.	1 No each

\* **Foot Note** : It is preferable to have a plumber trade workshop at the institute to conduct this allied trade, equipped with all the designated accessories, tools, equipments and other outfits, sanitary fittings like bath tub, wash basins, water heater, water closet, stop tap water, etc. and workshop furniture, for essential training.

**Basic Module HMBT-06**  
**Basic Electrical skills : Duration 4 weeks**

**Course Content**

<b>Practical</b>	<b>Theory</b>
<p>Demonstration of use of safety equipments and artificial respiration. Use of hand tools, joining practice with single and multi-stand conductors of different wires. Joining practice of bare conductors</p> <p>Demonstration and practice of on soldering the aluminum conductor, cable joints. Use of Aluminum flux and Alca 'P' solder. Demonstration and practice of crimping of various wires.</p>	<p>Importance of safety description, general care &amp; maintenance of common hand tools.</p> <p>Wires and cable conductors, insulators their shapes, sizes, with respect to low, medium and high voltage. Crimping equipment-joining of conductors by soldering. Importance of preventive maintenance and routine tests. Earthing and its equipments.</p>
<p>Making of a simple circuit with a lamp and battery. Study and use of Multimeters-measurement of current, voltage, resistance in DC/AC circuits.</p> <p>Demonstration &amp; verification of the ohms law-series circuits-parallel circuits.</p> <p>Demonstration &amp; practice on connecting and replacement of common electrical accessories in circuits use of tong tester and megger</p>	<p>Resistance, Voltage, Current, open circuit and short circuit. Ohms law – voltage drop-series and parallel circuits-power and energy relations-Electrical measuring instruments-multi meters, common electrical accessories used at Hotels.</p> <p>Fuses and its ratings.</p>
<p>Simple wiring practice with distribution boards, junction boxes, main switches, two way and intermediate switches.</p> <p>Identification of different parts of DC generators-testing Identification and testing of AC motors, induction motors, Demonstration on alternations.</p> <p>Grouping and testing of cells for a specified voltage and current-preparation of battery charging</p>	<p>Induction principles-electro magnetism, faradays laws of single phase &amp; poly phase system, 3 phase star delta connections, impedance &amp; power factor. DC, AC motors, transformers and its application. Care , maintenance and repair of house hold appliances, used at starred Hotels, Single and three phase connections to appliances and machines.</p>
<p>Demonstration of various types of refrigeration &amp; Air-conditioning equipment available in or near by institute .</p>	<p>Introduction to Refrigeration &amp; Air Conditioning Principal ,equipment &amp; Application thereof.</p>

**TOOLS, MACHINERY, EQUIPMENTS, ETC. FOR A BATCH OF 16 TRAINEES.**

Sr.No.	Item	Quantity
1	Combination Pliers 200 mm insulated	4 Nos.
2	Screw Driver-100 mm & 200 mm	4 Nos. each
3	Neon Tester 500 V pencil bit type	16 Nos.
4	Electrician Knife	16 Nos.
5	Pliers side cutting – 200 mm	4 Nos.
6	Pliers round nose, flat nose, long nose all 200 mm size	2 Nos. each
7	Spanner double ended set of six	2 sets
8	Adjustable spanner	1 No.
9	Rubber gloves 50000v	2 pairs
10	Multi meter 0-5, 100, 200, 500 milli amperes 0-100-10000, 100000 ohms 0-150, 300, 600V AC/DC	2 Nos.
11	Star Delta Starter 98 points contact type	1 No.
12	Tong Tester	1 No.
13	Crimping Tools	1 set

- For the general out fits and other accessories and equipments/machinery the existing workshop of electrician trade of the Institute be used for the allied trade training in the electrical module.

**SECTOR/ AREA : HOSPITALITY MANAGEMENT**  
**(TOURISM INDUSTRY)**

**GENERIC MODULES**

**HMBT 07 : GI : HOTEL ACCOUNTANCY : 1 HOUR PER WEEK**

**COURSE CONTENT**

Sr.No.	PRINCIPLES OF ACCOUNTS
1	Double entry system of book-keeping
2	Classification of accounts and rules for debit and credit
3	Journalising and ledger posting
4	Sub-divisions of Journal:Cash book (Single column, double column, triple column); petty cash book; journal proper
5	Trail balance
6	Trading, profit & loss account, and balance sheet
7	Revenue and capital expenditure : receipts and profits
8	Accounting concepts and conventions
9	Food Costing: a) Definition of cost and costing b) classification of costs (fixed, variable, semi-variable, controllable, non-controllable, standard, estimated, historical, sunk, step, direct, indirect, opportunity) c)cost control measures in basic food operations (buying, receiving, storing issuing, producing & selling) d)percentage analysis of elements of costs and profits.
10	Final Accounts (Company)
11	Income Statement, including departmental income statements according to uniform system of Accounts for Hotels (USAH)
12	Departmental Accounting according to USAH
13	Internal Control
14	Audit-internal & external audit
15	Guest Billing
16	Night Audit



# UPGRADATION OF ITI'S INTO CENTRES OF EXCELLENCE (CoE)

## SECTOR / AREA : HYGIENCE

### GENERIC MODULE –HMBT –G-02 : HYGIENE

#### SUBJECT-HYGIENE (HMBT-G-02)

**DURATION – 1HR PER WEEK**

**SYLLABUS BREAK-UP FOR 48 WEEKS**

#### **CHAPTERS**

<b>1) Personal Hygiene</b>
a) Introduction and Necessity for Personal Hygiene
b) Sanitary Procedures for Personal Hygiene
c) Kitchen Hygiene
d) Food Hygiene
<b>2) Cleaning Procedures</b>
a) Introduction and necessity for efficient cleaning programmes
b) Types of soil, water, cleaning agents and equipments
c) Cleaning techniques and cleaning schedules
d) Methods of sanitizing food contact surfaces
<b>3) Pest control</b>
a) Introduction
b) Importance of pest control
c) Classification of Pests
d) Pesticides
<b>4) Water supply</b>
a) Introduction
b) Sources
c) Contamination of water
d) Hazards of water pollution
e) Purification
f) Water quality standards
<b>5) Serving and display of Food</b>
a) Introduction
b) Basic rules to be observed during food service
c) Special rules for dining room, waiters and bus-boys
d) Special rules for bar tenders and bar waiters
e) Protective display of food

f) Protecting Foods in Cafeteria and fast food counters
<b>6) Housekeeping Practice</b>
a) Introduction
b) Qualities of House keeping staff
c) Briefing and Dress turnout of Housekeeping staff
d) Cleaning a room and a bathroom
e) Cleaning of Public areas
<b>7) Cleaning in Housekeeping</b>
a) General Principles for cleaning
b) Carpet and Upholstery cleaning
c) Stain removal
d) Types of cleaning Equipments and their uses
<b>8) Food borne Diseases</b>
a) Food borne Diseases, its causes and preventive measure
b) Food poisoning, its cause and prevention
c) Food infections its cause and prevention
<b>9) Quality Control of Food</b>
a) Food standards
b) Food adulteration and prevention
c) Misbranding
<b>10) Storage and disposal of Waste</b>
a) Introduction
b) Solid Waste
c) Liquid waste or Sewage
d) Gaseous waste

**SECTOR / AREA : HOSPITALITY MANAGEMENT**  
**(TOURISM INDUSTRY)**

**GENERIC MODULE**

**HMBT 07 : G3 : FRENCH : 1 HOUR PER WEEK**

**GENERIC MODULES**

**HMBT 07 : G3 : FRENCH : 1 HOUR PER WEEK-48 WEEKS**  
**COURSE CONTENT**

Sr.No.	CODE:- FY07 : FRENCH
1	Basic Grammar of French language
2	Lessons no.1-8 of Mauger Bleu Book
3	French Terminologies
4	Restaurant Conversation
5	Listening to French Cassette
6	Past, Future tense
7	French verbs
8	Lesson Nos. 9-16 of Mauger Bleu Book
9	Hotel Reception Conversation
10	Listening to French Cassette