

**Upgradation of ITIs into Centres of Excellence-**  
**Broad guidelines for implementation of Advanced Modules of Sector**  
**“Hospitality Management ”.**

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 of six months duration after Broad based basic Training(BBBT)
- ◆ Testing & Certification both for the Broad Based Basic Training & Advanced Module Training during subsequent six months will be conducted under the aegis of NCVT .
- ◆ Training in specialized modules mainly by the industry (The course curricula, duration etc will be designed in consultations with the IMC/local industry). The trade testing & certification for specialized module will be done jointly by the State Government & Industry. Said certificate will have recognition from 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 as given below:

- trainee can opt to go to the labour market after completing broad based basic training of one year duration or after completing advanced module/s.
- multi-entry and multi-exit provisions would enable a trainee to take admission for advanced/ additional advanced /specialized module as per his/her need .

**Guidelines for Training in Advanced modules**

- A minimum of three modules would be essentially needed , so as to ensure that all the 96 trainees are accommodated in the three modules may be selected in consultation with IMC for which in two shifts .
- If it is felt that available modules for which the course curricula has been developed at National Level are not sufficient to cater to the needs of local industry in a particular state, States are free to select module as per need in consultation with industry . They may develop suitable module(s) accordingly in consultations with the industry clearly indicating tool & equipment list , instructor qualifications , space norms etc. & forward the same to DGE&T for seeking approval of NCVT.
- A trainee at a time can opt only for one Advanced Module .

- Admission Criteria, Space requirement, Qualification of instructor of the various modules of “**Hospitality Management**” sector are attached herewith.

#### **Admission to Advanced Module for the graduates of ITI in related trades:**

There is a provision for lateral entry for graduates of ITIs (NTC /NAC passed outs from conventional system ) of the related trades subject to availability of seats in Advanced Module. Trades of conventional system mentioned against each advanced module in the enclosed statement, could be offered admission in Advanced Module .

MODULE NO.	NAME OF THE MODULE	Admission criteria	Space requirement	Duration In Weeks	Qualification/Status Of Instructor
HAT-01	<b>Food Production (Cookery)</b>	Completed BBBT in Hospitality OR NTC/NAC in relevant trade OR Diploma in Hospitality	80 sq m	24 weeks	Degree in Hospitality/Hotel Management with minimum three years teaching/industrial experience in the relevant field  OR  Diploma in Hospitality/Hotel Management with min five years teaching/industrial experience in the relevant field
HAT-02	<b>Front Office Management</b>	Completed BBBT in Hospitality OR NTC/NAC in relevant trade OR Diploma in Hospitality			
HAT-03	<b>Food &amp; Beverage Service (Stewardship)</b>	Completed BBBT in Hospitality OR NTC/NAC in relevant trade OR Diploma in Hospitality			
HAT-04	<b>House Keeping</b>	Completed BBBT in Hospitality OR NTC/NAC in relevant trade OR Diploma in Hospitality			

**UPGRADATION OF ITI'S INTO CENTRES OF EXCELLENCE (COE)**

**SECTOR / AREA ; HOSPITALITY MANAGEMENT**

**ADVANCED MODULE  
( TOURISM SECTOR)**

**SYLLABUS FOR**

**SIX MONTHS**

**FOOD PRODUCTION**

**(DURATION – 26 WEEKS )**

<b>Sr.no</b>	<b>Week No</b>	<b>Theory</b>	<b>Practical</b>	
1.	1-2	Western Culinary Terms	Snacks	
2.	3-4	Indian Culinary Terms	Snacks	
3.	5	Cheese	Cheese Snacks	
4.	6	Horsd'ouuvres	Canapés	
5.	7	Cocktail	Food Cocktail,	
6.	8	Accompaniments	Sandwiches(Plain, Grilled, Toasted)	
7.	9	Garnishes	Sandwiches(Club, Open)	
8.	10	Pantry or Stillroom	Milk base Beverages	
9.	11	Beverages	Continental and Indian Soups	
10.	12	Knowledge and Uses of various cuts eg. Fish	Goan and Chinese Soup	
11.	13	Knowledge of Various Cuts Chicken	Goan Dishes	
12.	14	Knowledge of Various Cuts Mutton	Continental veg Dishes	
13.	15	Knowledge of Various Cuts Pork	Indian Veg Dishes	
14.	16	Knowledge of Various Cuts Beef	Continental Non-Veg Dishes	
15.	17	Nutrition and Low Calories	Indian Non-Veg Dishes	
16.	18	Methods of Cooking	Chinese Veg Dishes	

		Food with special references to 1vegetables meat etc.		
17.	19	Courses of menu French classical	Chinese Non-Veg Dishes	
18.	20	Knowledge of Menu Planning	Bakery	
19.	21	Making of Menu	Bakery	
20.	22	Invalid Cookery	Indian Deserts	
21.	23	Reheating of Food	Continental deserts	
22.	24	Food Storage	Goan Deserts	
23	25	Preservation of Food	Continental Dishes(Veg-Nonveg)	
24.	26	Hygiene	Continental/Indian Dishes (Veg-Nonveg).	

### **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 "	12 Nos
35.	Chopping board 1 ftx1ft	24 Nos
36.	Wooden spoon	24 Nos
37.	Perfurated spoons	12 No
38.	Steel Slicer	18/6/4 Nos
39.	Steel Bowls(Sm/Med/Big)	2 Nos
40.	Colander	6 Nos
41.	Baking tray(2ftx2ft)	2 Nos

42.	Baking tray (2ftx3ft)	2 Nos
43	Baking cake tin (round)	4 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 containes(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	
88.	Lighting in the kitchen	
89.	Gas Piping	
90.	Electrical connecting	
91.	Tilting Braising Pan	1 No.
92.	Deep Fat Frier (Double Basket)	1 No.
93.	Planetary Mixer	1 No.
94.	Potato Peeler Machine	1 No.
95.	Bar Blender	1 No.
96.	Tilting Braising Pan	1 No.
97.	Deep Fat Frier(Double Basket)	1 No.
98	Planetary Mixer	1 No.
100	Potato Peeler Machine	1 No.
101	Bar Blender	1 No.
102	Salad Bar	1 No
103	Chopping Board 8" X 12"	12 Nos
104	Dough Kneading Table	2 Nos



105	Baking Cake tin (Round)	4 Nos
106	Baking Cake tin (Square)	4 Nos
107	Palate Knife	6 Nos
108	Bread Tin	6 Nos
109	Ring Moulds( Different Sizes)	12 Nos
110	Small cup Moulds	60 Nos
111	Pizza Cutters	6 Nos
112	Box type Grater	6 nos
113	Sieve	6 Nos
114	Rolling Pins	12 Nos
115	Spatula	12 Nos
116	Storage Racks	2Nos
117	Piping Bags	12 Nos
118	Nozzles(Different Types)	24 Nos
119	Decorating stands For Cakes(Movable)	6 Nos
120	Pie Dish	6 Nos
121	Dought Cutters	6 Nos
122	Pastry Cutters (Different Shapes and Sizes)	2 Sets
123	Rolling Pins (Big Size)	3 Nos
124	Wooden Spoons	24Nos
125	Perforated spoons	12 Nos
126	Steel Slicer	12 Nos
127	Steel Plates	24 Nos
128	Measuring Cups (Glass)	6 Nos
129	Stainless steel Containers (5Kg)	6 Tin
130	Coconut Grater ( Hand Type)	12 Nos
131	Pasta Machine	1 Nos
132	Measuring spoons(Set)	2 Nos
133	Food processor	1 No
134	Hand Mincer	1 No
135	Pulveriser	1 No

136	Pot racks(3 Ties Standard)	1 No
137	Hot and Cold Water Dispensor	1 Nos
138	Hot & Griddle Plate	1 No
139	Storage jars (Different Sizes)	48 Nos
140	Mixer cum Grinder	1 No
141	Mixing Bowls(Small)	24 Nos
142	Mixing Bowls (Big)	12 Nos
143	Aluminum Baking Trays ½ Feet X 1n 1/2 feet	4 Nos
144	Non stick Pans	6 Nos
145	Hot pot PantryMan	1 No
146	Kitchen Utility Trolley	1 No
147	Dish Washer	1 No
148	Bread Slicer	1 No
148	Microwave	1 No
150	Sandwich Griller	1 No
151	Sterling Sink Unit (Triple sink)with Splash Guard	1 No

**UPGRADATION OF ITI'S INTO CENTRES OF EXCELLENCE (COE)**

**SECTOR / AREA ; HOSPITALITY MANAGEMENT**

**ADVANCED MODULE  
(FRONT OFFICE MANAGEMENT)**

**(DURATION – 26 WEEKS)**

## FRONT OFFICE MANAGEMENT

Sr. No	Week No	Task	Conditions Materials Equipments	Practical	Theory
1	1	Using the English Language and/or other customer related foreign language	Normal working conditions	Ability to execute all job related guest contact in the English language, greeting guests, registration	Basic Vocabulary  Front Office and accommodation
2	2		Normal working conditions	Giving information, selling rooms, dealing with enquiries etc.	Vocabulary.  Phonetic alphabet
3.	3	Preparing for work	Normal working conditions	Ability to hold a simple everyday conversation with guest.  Language standard to approved level.	Basic hygiene and  Front Office systems
4.	4	Preparing for work	Normal working conditions	<ul style="list-style-type: none"> <li>. Arrivals List</li> <li>. Departure list</li> <li>. Reservations</li> <li>. Room availability</li> <li>. Room allocation/Functions activities.</li> </ul>	Front Office organization and layout
5	5		Normal working conditions	Work standards	The Hotel Industry

				<ul style="list-style-type: none"> <li>. Organization</li> <li>. Timing</li> <li>. Cleanliness</li> </ul>	Housekeeping Knowledge.
6	6	Preparing for work	Normal working conditions	Personal hygiene,including: <ul style="list-style-type: none"> <li>. Clean Skin, hands, hair</li> <li>. Regular hand washing during work shift.</li> </ul>	Profile of market and guest history.  Product range.
7	7		Normal working conditions	Clean teeth and breath <ul style="list-style-type: none"> <li>. Clean clothing/uniform</li> <li>. Covering mouth when sneezing or coughing.</li> <li>. Covering of cuts, grazes and wounds.</li> </ul>	Local Knowledge Customer expectations Etiquette.
8	8		Normal working conditions	Personal appearance factors: <ul style="list-style-type: none"> <li>. Tidy hair</li> <li>. Makeup</li> <li>. Jewellery</li> <li>. Perfumes/lotions</li> </ul>	Caring for the customer
	9	Caring for Customers	Normal front office conditions	Quality and standards of service: <ul style="list-style-type: none"> <li>. Greeting</li> <li>. Advance check- in</li> </ul>	Hotel markets/customer profiles and guest history Etiquette/politeness.

				<ul style="list-style-type: none"> <li>. Checking –in</li> <li>. Giving information</li> <li>. Checking –Out</li> </ul>	
10	10	Caring for Customers	Normal front office conditions	Dealing with special requests. . Saying goodbye. Standard of politeness: Typical dialogue and exchanges.	Communication theory including body language
11	11	Welcoming guests to the hotel.	Prepare for work	Standards for: . Arrival by taxi, private car, by foot and other forms of transport. .Group and individual arrivals	Hotel security systems
12	12	Welcoming guests to the hotel.	Prepare for work	Greeting standards: . Welcome phrase . Politeness and etiquette. . Welcome cards . Call guest procedures . Providing information/ packs	Basic hygiene
13	13	Welcoming guests to the hotel.	Prepare for work	Handling guest feed back . Advance payment . Dinner bookings etc.	Front Office procedures
14	14	Issuing and controlling room	Room Keys	Procedures and sequence for the handling of guest	Local knowledge and government regulations.

		keys.	Key racks  Types of key system: . Mechanical . Electronic	keys: . Receiving and sorting keys	
15	15	Issuing and controlling room keys.		Issue of keys for: . Guest arrival . Group arrivals . Registered Guest . Lost Keys.  Standard and control for master keys.	Basic hygiene
16	16	Dealing with guest enquiries	Normal operating conditions	Efficiency of implementing requests: Follow-up procedures	Basic hygiene
17	17	Handling mail and messages	Normal working conditions Time stamp	Procedure for: . Handling incoming and outgoing mail. . Sorting guest mail and notifying guests. . Mail before arrival . Mail after departure . Internal mail distribution.	Security and safe custody systems
18	18	Handling mail and messages	Normal working conditions Time stamp	Procedures for handling messages. Accuracy of:	Security and safe custody systems

				. Writing skills . Guest messages . Filing systems Promptness of : . delivery of message to guest Sundry sales Using the telephone	
19	19	Arranging safe custody of valuables	Types of deposit box  Types of safes in room safe	Procedures for the use of safety deposit boxes : . Guest cards . Keying system . Boxes/envelopes  Procedures for handling lost property.	Caring for the customer
20	20	Handling complaints	Environment and conditions appropriate for listening to complaints	Standards and techniques for handling complaints; listening, recording, understanding guests position and needs.	Human relations theory
21	21	Handling complaints	Environment and conditions appropriate for listening to complaints	Procedures for: . Taking action and follow-up Reporting to higher authority.	Communications theory including body language
22	22	Checking-out guests	Luggage handling facilities and equipment	Organization of check-outs/ timing	Caring for the customer



			Cashiering equipment	Avoidance of queues: . Advance checkouts. . Speedy checkout . Group checkouts	
23	23	Checking-out guests		Procedures for preparing and receiving payments of Guest bills. Procedures for paying guest bills:  . Cash . Credit card/approval	Front Office and cashiering systems: Checkout procedures
24	24	Checking-out guests		Sequence and procedure of: . Recording check-outs . Room rack/computer . Notifying check-outs; cashier, housekeeping. . Left luggage . Luggage clearance system/ bell captain . Luggage errand cards Return of room key  Guests who walk out without paying.	Referral reservation Arrangements
25	25	Arranging Departures and seeing guests off	Luggage handling	Procedure for: . Arranging transportation . Thanking the guest for	Caring for the customer

				staying at the hotel. . Checking that they enjoyed their stay. . Inquiring about future reservations /return visits . Saying goodbye Guest  Comment Cards.	
26	26	Handing over at the end of a work shift.	Normal working conditions	Recording unfinished work Recording special requests Recording expected late arrivals and departures. Urgent/important messages to be given. Recording special incidents or problems. Handling over tidying up(Checking equipments and supplies)	Front office procedures.

## TOOLS & EQUIPMENTS FOR THE TRADE OF FRONT OFFICE

SR. NO.	ITEM DESCRIPTION	QUANTITY
1.	EPBAX SYSTEM + AVS M/C	1
2.	FILING RACK DRAWER TYPE	1
3.	SAFE DEPOSITE LOCKER/SWIPE GODREJ	1
4.	PAINTING FOR WALLS WITH IMPORTED FRAMES	6
5.	SIGNAGE SYSTEM FOR WAY MANAGEMENT AND DOOR SIGN SET	1
6.	INFORMATION BOARD VELVET SLOT BOARD WITH GOLD FOIL LETTERS WITH STAND	1
7.	FIRST AID BOX WITH FULLY EQUIPPED MEDICINES AND INSTRUCTIONS	1
8.	FIRE EXTINGUISHER HAND HELD ABC 2 KG	4
9.	FLOWER VASES WITH ARTIFICIAL PLANTS (SET OF 12 YEARS)	1 SET
10.	CHANDELIER & SIDE LIGHTS SET	1 SET
11.	PEDESTAL FANS WITH SWIVEL MECHANISM (STEWART)	6
12.	GUEST UMBRELLAS (FOR TWO PERSONS)	2
13.	Fax System	1
14.	Computer System with Multimedia and dot matrix printer	2

## **ADVANCED MODULE TRAINING**

### **ADVANCED MODULE; FOOD AND BEVERAGE SERVICE:- DURATION 26 WEEKS**

SR.No	Week No	Theory	Practical
1.	1	BEER Manufacturing Process Brand Names	Service Of Beer Making of Beer Drinks and Service
2.	2	Spirits Defination, Alcoholic Percentage Different Types of spirits Distillation Method-P.T Stills & Patent Stills	Garnishes for Lock tail
3.	2	Whisky Defination, Classification, Manufacturing, Brand names, Sctoch whisky, Irish whiskey	Order taking and service of whisky making of whisky cocktail and service.
4.	3	Brandy Defination, classification, Manufacturing, Brand Names Cona	Order taking and service of Brandy Making of Gin Bases cocktail and service
5..	4	G in Defination, Classification, Manufacturing, Brand Names	Order taking and service of Gin Making of Gin Bases cocktail and service.
6.	5	Rum Defination, Classification, Manufacturing,	Order taking and service of Rum

		Brand Names	Making of Rum Bases Cocktail and service.
7.	6	Vodka Defination,Classification,Manufacturing,Brand names.	Order taking and service of Vodka Making of Vodka Bases Cocktail & Service
8.	7	Tequila	Order taking, service and cocktails of Tequila
9.	8-9-10-11	Wines History of Wines Factors affecting Wine quality Manufacturing of Red, White, Rose Wine Manufacturing of Fortified and aromatized Wine Methods of Sparkling Wine and Food	Order taking & service of –Red Wine, White Wine, Rose Wine, Champagne/Sparkling Wine. Making of Wine Base Cocktail and service.
10.	12	Liqueurs Classification, Manufacturing Bases and Flavor	Order taking and service of Liquors Making of Liqueurs Bases Cocktails
11.	13	Bars Introduction, Types, Layout, Equipments Bar organization and controls procedures	Setting of Bar with Bar equipments
12.	14	Non-Alcoholic Drinks Nourishing Stimulating Refreshing	Service & Preparing – Tea, Coffee, Milkshakes, Juices
13.	15-16	Guerdon Service Equipments and Safety procedure Sequence of service Flambé dishes	Preparing of Flambé dishes on flambé trolley

14.	17	Room Service	Mise-en-place of Room service Setting of Different tray of Room service Order taking and service.
15.	18	Controls	Controls inn the Restaurant Controls in stores Controls of Bar
16.	19	Food Safety & Hygiene	
17.	20	Indian And Western terms	
18.	21-22	Buffets Description, Types, Layout, Menu Planning, Advantages, Equipments and tools, Planning Buffet	Setting of different Buffet table arrangement
19.	23-24	Conferences Description, Types of Meeting, Negotiation & Arrangement	Different types of Meeting set-ups
20.	25-26	Banquets Staff organisation & Job Description Types of function: Formal & Informal Banquet Layout outdoor catering.	Different types of Banquets set-Ups

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

Sr.No.	Name of the Item
1.	8-Service tables with baize (6 X 2 ½ )
2.	100-Additional chairs
3.	2-Wash basins
4.	1-Soap dispenser
5.	Crockery set for 16 trainees
6.	Glass & jugs (including different types of wine glasses)
7.	Table linen
8.	Side board of 8 tables
9.	2-Storage cupboards,20 sets of tea pots
10.	Coffee pots, sugar pots and milk jugs (silver types)
11.	Service counter
12.	1-tea urn
13.	Cutlery set for 20 trainees as per eleven course menu (silver type)
14.	1-Electric Geyser
15.	1-Weighing scale
16.	Silver service trays/salver etc.
17.	Sample preparation trolley
18.	Cona Coffee set
19.	1-Refrigerator (Large size)
20.	Hot plates for five side boards
21.	Sundry equipment
22.	Rolling black board
23.	Table & chair for 20 trainees (Desk type)
24.	Instructor Cupboard(Godrej) table & chair
25.	1-Range
26.	Three tier shelf
27.	3 Swill bin with foot press
28.	Trainee locker (Godrej)

29.	Furniture and furnishings	
30.	Bar Counter with mirror & Bar equipment	
31.	Water boiler	
32.	NCR machine/Computer	
33.	One bain marei	
34.	Library books	
35.	2-Trolley racks	
36.	Water Purifier Reverse Osmosis	1 No
37.	Bottle Holder cum Measure for Beverages (OPTIK)45 MI	5Nos
38.	Soda maker Mavhine Heavy duty Industrial Model	1 No
39.	Conference Chairs	30 Nos
40.	Icebox Chiller	1 No
41.	Expresso Machine and Coffee Grinder	1 No
42.	Minibar Fridge	2 Nos
43.	Television 21 “ Flat	2 Nos
44.	Music System with DVD Player and Concealed Speaker (Chanellised)	1 No
45.	Public Adress System for Conference with Cordless Mikes	1 No
46.	Pedestrial Fans	6 Nos
47.	Microwave oven	1 No
48.	Display Food Cabinet	1 No
49.	Room Service Trolley	1 Nos
50.	Carafe Borosil Small	10 Nos
51.	Carafe Borosil Large	10 Nos
52.	Soup Flask SS PUF Isulated With Inner SS Body	12 Nos
53.	Water Flask SS Puf Isulated with Inner SS Body	12 Nos
54.	Fix Extinguisher 2 K	8 Nos
55.	First Aid Box with Fully Equipped Medicines and Instructions	5 Nos
56.	Pastry Trolley	1 No
57.	Set of Milk Cream & Sugar Pot	10Nos



**HOSPITALITY MANAGEMENT**  
**( TOURISM INDUSTRY )**  
**SYLLABUS FOR**  
**SECOND YEAR - SIX MONTHS**  
**ADVANCED MODULE TRAINING IN**  
**HOUSE KEEPING**  
**(DURATION – 26 WEEKS )**

## HOUSE KEEPING

<b>Sr.No</b>	<b>Week No</b>	<b>Tasks</b>	<b>Conditions Material and requirements</b>	<b>Trade Practical</b>	<b>Trade Theory</b>	
1	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	2-3	Introduction To House Keeping	All cleaning materials and equipments	Introduction to Equipments used and Their Operations	Introduction to H.K& Org Chart of H.K Different Departments of House keeping and Co-ordination	
3	4	Setting up and preparing for work	Maids trolley  Cleaning supplies  Accessories and equipment  Guest supplies and their use	Identification of key features of trolley  Identification of: * Linen * Cleaning supplies * Equipment and materials * Guest supplies	Personal and work hygiene  Types of rooms	

4	5	Setting up and preparing for work	Linen	Handling clean linen  Correct storage on trolley  Use of trolley	Awareness of hotel occupancy	
5	6	Caring for customers	Normal working conditions	Quality and standards of service: * Greeting * Advance Checking Checking in * Giving information * Checking out	Profile of the market and guest history	
6	7	Caring for customers	Normal working conditions	* Dealing with special requests * Saying goodbye * Standards of politeness typical dialogue and exchanges * Speed and style of service	Local knowledge  Customer expectations  Etiquette	
7	8	Servicing a Checkout/Departure	Room layouts; fixtures and furniture  Cleaning materials and equipment	Job procedures and sequence of work	Job Description	

			<p>Hotel linen</p> <p>Guest supplies</p>	<p>Observing safety and security aspects</p> <p>Checking and adjusting:</p> <ul style="list-style-type: none"> <li>* Air conditioning</li> <li>* Television/Radio</li> <li>* Lighting etc</li> </ul>		
8	9	Servicing a Checkout/Departure	Cleaning Material and Equipments	<p>Checking and reporting lost property and maintenance</p> <p>Carrying out trays and</p> <p>Disposing of rubbish</p> <p>Bed making, handling clean and soiled linen</p>	Formats for lost and found property safety and returning of lost and found Property	
9	10	Servicing a Checkout/Departure	Cleaning of material and equipments	<p>Routine cleaning of:</p> <ul style="list-style-type: none"> <li>* Furniture and fittings</li> <li>* Walls</li> <li>* Floors</li> <li>* Mirrors</li> <li>* Lights</li> <li>* Ceilings</li> </ul> <p>Replenishing guest</p>	Procedure and Principles of cleaning	

				supplies  Vacuuming  Standards for serviced rooms-cleanliness and preparedness		
10	11	Servicing an occupied room	Maid's trolley set up	Difference between the servicing of a check out v/s occupied room  Tidying guests belongings bed making, routine cleaning	Basic hygiene personal & work  Preparing & setting up for work  Principles of cleaning  Safety & security	
11	12		Maid's trolley set up	Standards for serviced rooms; cleanliness, preparedness  Dealing with a guest who returns while servicing rooms	Servicing a checkout and departure room and bathroom	
12	13	Servicing a vacant room	Maid's trolley set up	Job procedures sequence  Using and filling in relevant lists	Servicing of Vacant Room Importance, Advantage and disadvantage	

13	14	Handling room transfers/changes	Physical configuration of guest floors	Procedure for handling guest transfers/changes: * Notification of transfer * Transferring and arranging the guest's personal effects	Arrangement of guest's personal effects	
14	15	Handling room transfers/changes	Physical configuration of guest floors	Checking the former room * Recording the transfer * Reporting to the supervisor * Liaising with front Office.	Arrangement of guest's personal effects	
15	16	Handling guest laundry and dry cleaning	Guest supplies and instructions: laundry and dry cleaning lists and bags, shoe shine materials	Clarity of laundry list and accompanying instructions  Checking laundry and dry cleaning lists  <ul style="list-style-type: none"> <li>• Garment count.</li> <li>• Guest information.</li> <li>• Room number and</li> </ul>	Basic hygiene  Familiarity with all items of clothing  Customer skills	

				<ul style="list-style-type: none"> <li>• Time handed in.</li> <li>• Speed of service Required.</li> </ul>		
16	17		Guest supplies and instructions: laundry and dry cleaning lists and bags, shoe shine materials	Procedure for processing laundry and dry cleaning: <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>	Laundry Operations	
17	18	Servicing public areas	Physical facilities & environmental conditions  Cleaning equipment and material	Job procedures, work sequence  Standards of completed public areas-cleanliness and hygiene  Scheduling and organization of cleaning-routine and non-routine-slow versus busy periods	Public Areas	
18	19		Safety signage  Plants	Safety standards and procedures for potential hazards: <ul style="list-style-type: none"> <li>* Wet floors</li> </ul>	Basic Safety	

				<ul style="list-style-type: none"> <li>* Appliance cords</li> <li>* Unattended equipment and tools</li> </ul> <p>Upkeep and cleanliness of indoor plants flowers</p>		
19	20	Dealing with pests	Pest control equipment and supplies	<p>Standards of cleanliness(see Task 4)</p> <p>Checking for pests verifying times</p>	Types of pests; characteristics and dangers	
20	21		Pest control equipment and supplies	Routine eradication and control procedures	Insecticides and the characteristics of chemical control	
21	22	Removing stains	Stain removers	<p>Standards of cleanliness(see Task 4)</p> <p>Procedure for noting and reporting stains</p>	<p>Basic and work hygiene</p> <p>Stain removers; characteristics and use</p>	
22	23		Stain removers	Procedures and techniques for using stain removers; upholstery, carpets, walls, etc.	Safety and security	



23	24	Giving basic first aid and responding to emergencies	<p>contents</p> <p>Fire extinguishers; location</p> <p>Emergency</p>	<p>Standard procedures for emergencies</p> <p>Promptness and accuracy and accuracy in;</p> <p>* Notifying accident etc.</p> <p>* Making necessary reports</p> <p>* Calling for doctor and ambulance</p>	<p>Elementary physiology, first aid box; medicines and their use.</p> <p>Characteristic of accidents/injuries and corresponding treatment</p>	
24	25		Telephone numbers	<p>* Fire-fighters</p> <p>* Taking direct action</p> <p>* Effectiveness in preventing, putting out fires.</p>	<p>* Common accidents; slipping, falling, scalding, insect bites and stings</p>	
25	26		First Aid	First Aid	<p>Emergencies- heart attacks, strokes, shock, major loss of blood.</p> <p>Life saving techniques(resuscitation):</p> <p>* Mouth to mouth</p> <p>* Cardio-pulmonary(CPR)</p> <p>Fire/smoke; prevention, control, extinguishing evacuation.</p>	

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

Sr No	Towels	12 Nos.
1	Bed sheets	36 Nos.
2	Blankets	12 Nos.
3	Night spread	12 Nos.
4	Bed covers	12 Nos.
5	Pillow covers	12 Nos.
6	Hand towels	12 Nos.
7	Hand Napkins	12 Nos.
8	Mattress Protector	12 Nos.
9	Bath Mats Set 3 Piece	6 Nos.
10	Door Mats	6 Nos.
11	Curtains	24 Nos.
12	Flower Vase	6 Nos.
13	Flower Pots	36 Nos.
14	Slotted angle Racks	3 Nos.
15	Steel Cupboard	2 Nos.
16	Student Locker	1 No.
17	Beds	4 Nos.
18	Mattress	6 Nos.
19	Pillows	10 Nos.
20	Bed side tables	4 Nos.
21	Sofa chairs	4 Nos.
22	Sofa	2 Nos.
23	Coffee table	2 Nos.
24	Writing cum dressing table	2 Nos.
25	T. V. Trolleys	2 Nos.
26	T. V. with cable	2 Nos.
27	Luggage rack	2 Nos.

28	Fridge with cabinet	2 Nos.
29	Channel Music	2 Nos.
30	Ward Robe	2 Nos.
31	Balcony chairs with coffee table	4/2
32	A.C.unit	2 Nos.
33	Intercom	2 Nos.
34	Fans	2 Nos.
35	Dhurries	2 Nos
36	Cushions	10 Nos
37	Cushion Covers	10 Nos
38	Column lamp	2 Nos.
39	Bed side lamp shades on table or wall	4 Nos.
40	Night lamp	4Nos
41	Carpet	2 Nos
41	Vaccum cleaner wet & dry	1 No
43	Scrubber machine	1 No
44	Jet Pressure/Skirting machine Equipment	1 No
45	Hand brush	12 Nos
46	Room maid trolley	2 Nos
47	Washing machine	1 No
48	Hand press	1 No
49	Rollers	1 No
50	Irons	2 No
51	Ironing Boards	2 Nos
52	Flower Vases with Floral arrangement Standard size	6 Nos
53	Slotted Angle Racks 6' X 3' X 2'	3 Nos
54	Steel Cupboard 78"X 19"X 34"	2 Nos
55	House Keeping Linen Trolley(Maids Cart)	1 No
56	Janitorual cot	1 No
57	Bins with Cigarette Estringuishers	2 No

58	Wash Basinn with Pedestal Glass	2 Nos
59	Commode with Flush Tank	2 Nos
60	Water Heater (25 Ltrs)	2 Nos
61	Soap Dispensers	2 Nos
62	Shower Panel Multijet Full Feature with pressure pump	1 No
63	Basin kit	2 Nos
64	Bath Fitting( Towel Holders/Toilet Rolls /Jet sprays/Napkin Holders/Carab Bar For tub)	2 Nos
65	Television (Hotel Specific TV)	2 Nos
66	Minibar Fridge	2 Nos
67	Chanel music System (Basic)	1 No
68	Intercom Phone System	2 Nos
69	Coloumn Lamp	2 Nos
70	Rocking Chair	1 No
71	Safe Deposit Lockers ( electronic Code)	2 Nos
72	Hand drier	2 Nos
73	Shoe Shining machine	1 No
74	Stem Press Machine	1 No
75	Clothes Drier Machine	1 Nos
76	Sewing Machine	1 No
77	Laundry Trolley with Castors	2 Nos
78	Mini Scrubber Drier with pump 34p	1 No
79	Mini Scrubber Drier Gravity 24 N	1 No
80	Manual Sweeper	1 No
81	Carpet Extractors	1 No
82	High Pressure Jet Cleaners	1 No