

SYLLABUS

For the trade of

STEWARD

Under

**CRAFTSMANSHIP TRAINING SCHEME
&
APPRENTICESHIP TRAINING SCHEME**

Revised in 2005

**Government of India
Ministry of Labour (DGE&T)
CENTRAL STAFF TRAINING & RESEARCH INSTITUTE
EN-Block, Sector – V, Salt Lake City,
Kolkata-700 091**

LIST OF MEMBERS ATTENDED TRADE COMMITTEE MEETING

Sl. No	Name & Designation S/Sri	Organization	
1	M.M.Gera Dy.Director of Training	CSTARI, Salt Lake, Kolkata	Chairman
2	Angshuman Chatterjee Deptt. Incharge, Food & Beverage	Instt. Of Hotel management, P-16, Taratala Road,Kolkata- 700 088	Member
3.	Pulak Kr. Mukhopadhyay	Bardsai Management Gr., CB-22, SaltLake, Kolkata-700 064	Member
4.	T.Banerjee Training Manager,	The Peerless inn, Kolkata	Member
5.	Pradip Chowdhury Training Manager,	Great Eastern Hotel, Kolkata	Member
6.	Subrata Kr. Das, ADT	DIT, West Bengal	Member
7	N. Sengupta, T.O.	RDAT, Kolkata	Member
8	T. Mukhopadhyay, DDT	CSTARI, Kolkata	Member
9	Sanjay Kumar, DDT	CSTARI, Kolkata	Member
10	A.Chakraborty,ADT	CSTARI, Kolkata	Member
11	V. Babu, ADT	CSTARI, Kolkata	Member
12.	P.K.Kolay, T.O.	CSTARI, Kolkata	Member
13.	S.B.Sardar, T.O.	CSTARI, Kolkata	Member

GENERAL INFORMATION

1. Name of the Trade : Steward
2. N.C.O. Code No. : 521.40
3. Duration of Training : One Year
4. Duration of Apprenticeship Training : Two Years (including one year of basic Training)
- 5 Entry Qualification : Passed 10th Class examination under 10+2 system or its equivalent.
- 6 Rebate to ex-ITI trainees : One Year for Ex – ITI/ITCs in the trade of Steward
7. Ratio of Apprenticeship to workers: 1 : 4

SYLLABUS FOR THE TRADE OF STEWARD UNDER CTS

Week No.	Practical	Theory
1	Visit to different catering industry	Introduction to different types of Catering Establishments and brief description about each. History of catering Industries.
2 & 3	To draw the various types of Cutlery / crockery / glassware / special equipment used in the restaurant & bar.	Introduction to the basic hotel organization chart and service in the Food & Beverage Department in particular. Duties & responsibilities
4 & 5	Equipment handling	Familiarization about various types of equipments used in the Restaurants and bars. Apprising and drawing of cutlery, crockery, Glassware. Hygienic handling of the same. Familiarization of furniture & linen.
6 & 7	To make acquaintance with restaurant / pantry / still room & bar equipment.	Functioning of Pantry/Still room/Side board in the Restaurant.
8	Napkin folding / how to lay table cloth / carrying cutlery.	Attributes of a Good waiter/Steward/Captain in the restaurant/Room service.
9	Changing and laying of table cloth.	Indian & Western terms used in the Restaurants.
10 & 11	Handling, upkeep and polishing of silver, cutlery and crockery.	Knowledge about different types of services – Silver service / preplated service / Cafeteria / Railways / Airlines / Shipping etc. Special briefing about Gueridon Service.
12	Arrangement & preparation of side board & service table.	Food & accompaniments.
13 & 14	How to use the tray, tray carrying position, how to lay the tray for breakfast.	The menu, types of menu, courses of menu – appetizers starters / soups / fish / entrée / releve / sorbet / roti (Roast) / Legume (vegetable) / desserts / cheese / fresh fruits and nuts / coffee. Menu terminology, covers for different courses. Snack items and their covers. Use of menu card. Brief knowledge of menu planning.
15	How to use service cloth, carrying of plates, clearing of plates and cutlery.	Rules for laying a table / Rules for Waiting at a table, do's and don'ts for a waiter.

16	Arrangement of silver according to menu on the table.	Sequence of services.
17 & 18	Receiving the guests, presenting the menu for order taking, explaining the basic ingredients of dish.	Methods of cooking food (basic)
19	How to place order to the kitchen and bar.	Common Sauces and their basic ingredients
20	Salads / salad dressings.	Salads with recommended dressings.
21 & 22	Cooking at table – Gueridon service	Knowledge about different types of cheese used in the restaurants. Cheeses of different countries.
23 & 24	Styles of services – placing plates & dishes/silver and pre plated, service method / techniques used.	Knowledge about general timings of cooking of a dish for A la Carte orders.
25 & 26	Practicing in role playing under simulated conditions	Intra departmental & interdepartmental coordination.
27	Mise-en-place for all dining areas.	Mise-en-scene and Mise-en-place of Restaurants.
28 & 29	Service of wine – carrying and placing of glasses, presenting wines, removing cork, use of cradle, decanter (mock service), servicing and pouring of wine etc. Service of spirits, beers, liqueurs etc.	Knowledge about culinary terms.
30 & 31	Order in which the guests are served for Formal and informal dinners.	Tobacco-countries. Types of Cigar / Strength of Cigar / Size of Cigar / Famous brands of Havana Cigars / Service of Cigar / Colour of Cigar / storage of cigar, service of Cigarette
32 & 33	Opening & closing the restaurant, linen exchange, preparation of restaurant for next service period, preparation of opening & closing check list. Importance of log book.	General awareness about places of historic Interest and other places in India.
34	Service of special dishes/use of special equipment meant for the same.	Traditional Culture
35	Breakfast services	Vending machine
36	Trolley service & buffet service	Knowledge of 20 recipes of cocktails of International standards.
37	Familiarization and usage of special equipments for special dish	Knowledge of use of Special equipments for special dish.
38	Familiarization of various spirits & Liqueurs - - Gin / Brandy / Rum / Whisky / Vodka / other spirits. Beer (Draught /Bottled / canned, Liqueurs, brands flavours, country of origine.	Spirits and Liqueurs – Gin / Brandy / Rum / Whisky / Vodka / other spirits. Beer (Draught /Bottled / canned, Liqueurs, brands flavours, country of origin.
39	Familiarisation of Wines – types, countries, brand names, service & storage. Food & wine harmony.	Wines – types, countries, brand names, service & storage. Food & wine harmony.

40	Practicing of laying of different types of buffet.	Buffets – laying of different types of buffet. Important of focal points.
41	Familiarisation of Banquets and their different types	General idea of Banquets, different types of banquets.
42	Services of non-alcoholic beverages – tea / coffee / soft drinks / mineral water and juices etc.	Types of Non-Alcoholic Beverages & their service. Tea, coffee, soft drinks, mineral water, juices, cold drinks, bottled drinks etc.
43	Service of breakfast / lunch / dinner / buffet / banquets.	Types of meals, service of breakfast, lunch, dinner & other meals.
44	Arranging different flower arrangements in dining areas	Use of different flower arrangements in dining areas.
45	Control system on food safety & hygiene	Food safety & hygiene, best control system
46	Operation of fire extinguishers.	Fire hazards and use of fire extinguishers.
47	Practicing of Food & Beverages – K.O.T./B.O.T, billing & settlement of bills, Tronc system	Food & Beverages – K.O.T./B.O.T, billing & settlement of bills, Tronc system
48	Preparation of duty roaster	Different shift in hotel industries. Purpose of duty roaster.
49 & 50	Practice of service communication skills, Customer relation management, social ethics, grooming, hygienic habits.	Basic concept of service communication skills, Customer relation management, social ethics, grooming, hygienic habits.
51	Industrial Visit and Revision	
52	Final Examination	

LIST OF FURNITURE & EQUIPMENT FOR THE TRADE OF STEWARD

Sl. No.	Name & specification	Quantity
1	Service tables with size (6 x 2 ½)	4 Nos.
2	Additional chairs	16 Nos.
3	Wash basins	2 Nos.
4	Soap dispenser	1 No.
5	Crockery set	4 sets.
6	Glass & jugs (including different types of wine glasses)	16 Nos.
7	Table linen	4 Nos.
8	Side board for tables	8 Nos.
9	Storage cup boards	2 Nos.
10	Tea pots	16 sets.
11	Coffee pots, sugar pots and milk jugs (Silver types)	4 Nos. each
12	Tea urn	1 No.
13	Cutlery set as per eleven course menu (Silver)	16 sets
14	Electric Geyser	1 No.
15	Weighing scale	1 No.
16	Silver service trays/salver	4 Nos.
17	Sample preparation trolley	4 Nos.
18	Cona coffee set	4 sets.
19	Refrigerator (Large size)	1 No.
20	Hot plates for side boards	4 Nos.
21	Sundry Equipments	4 Nos.
22	Rolling black board	1 No.
23	Table & chair (desk type)	16 Nos.
24	Instructor cup-board table & chair	1 Each.
25	Range	1 No.
26	Tier Shelf	2 Nos.
27	Swill bin with foot press	2 Nos.
28	Trainee locker	1 No.
29	Furniture and furnishings	As required
30	Bar counter with mirror & bar equipment	1 Set.
31	Water boiler	1 No.
32	NCR Machine	1 No.
33	Bain marei	1 No.
34	Library books for Steward	As required
35	Trolley racks	2 Nos.

SOCIAL STUDIES: The Syllabus has already been approved and is common for all trades

GENERAL INFORMATION

The period of Training in this trade is Two years. The first one-year Basic Training shall be the same as the Practical/ Skill & Theoretical of the one-year course of CTS in the trade of Steward. For the remaining period i.e. in the 2nd year shop floor training Practical and related instruction follows as per the syllabus given below –

(The syllabus for this trade should be considered as a guideline for imparting apprenticeship training Scheme according to the facilities available in Industry/ Establishment).

NOTE FOR APPRENTICESHIP TRAINING

1. The practical training programme of apprentices under ATS (Apprenticeship Training Scheme) should be as per the facilities available in the Establishment / Industry.
2. At the end of shop floor Training an Apprentice shall appear for a final Examination to be conducted at Establishment level based on the actual shop floor Training received by the Apprentice. This Examination shall comprise of assessment of work diaries maintained by the Apprentices and viva- voice to be conducted by an external examiner (other than an official directly responsible for shop floor training).

Syllabus for the trade of "STEWARD" Under Apprenticeship Training Scheme

Period of Training : Two Years including 1 year Basic Training

Basic Training : Duration – One Years

The contents of the syllabus under Craftsmen Training Scheme to be followed in the first one year Basic Training.

SHOP FLOOR TRAINING: (DURATION – One Year)

A. TRADE PRACTICAL :/ SHOP FLOOR TRAINING

1. Receiving the guest presenting the menu taking the order for kitchen & bar.
2. Different types of service for different meals from taking the order to seeing the guest off.
3. Service of appetizers from the trolleys, salads, desserts etc.
4. Service of wine – carrying & placing of glasses-presenting the wine – removing the cork. Use of cradle and decanters etc.
5. Service of beers – draught, bottled, canned.
6. Service of spirits and liqueurs.
7. Service of non-alcoholic beverages.
8. Service of breakfast (Continental/English/Indian etc).

9. Preparation of sideboards – Ala carte & Table d'hôte.
10. Order in which guests are served for formal and informal dinner.
11. Guerdon preparations – service.
12. Preparation of roster and seating plane etc.
13. Menu planning for different occasions.
14. Complaint handling.

B. RELATED INSTRUCTION :

1. Common sauces and their principal ingredients.
2. Food & their accompaniments
3. Classic salads with recommended dressings.
4. Common modes of cooking or serving.
5. General cooking time for A., la carte service
6. Tobacco-countries, types, strength of cigar, size of cigar, famous brands of Havana cigar etc., colour of cigar.
7. Vertical and lateral relation of waiter with other staff.
8. Public relation of waiter to the customer.
9. Use of special equipments for special dishes.
10. Services of different types of cheese.
11. Cocktails – methods of preparing, Garnishing and presentation.
12. Food & wine harmony. Suggestive selling of wine.
13. Spirits & Liqueurs – Service standards. Suggestive selling.
14. Service of different types of meals.
15. Flambé preparations crepe suzette, Bananas flambé etc.
16. Planning and organizing different events. Promotional companies etc.
17. Selling techniques.
18. Personality development, service communication skills. Social ethics, grooming, hygienic habits.

