

**Syllabus
For the trade of**

CATERING & HOSPITALITY ASSISTANT

(Basic Course)

Under CTS

Designed in

2009

By

Government of India

**Ministry of Labour & Employment (D.G.E.&T.)
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE**

EN – Block, Sector – V, Salt Lake City

Kolkata-700091.

List of the Trade Committee Members designed and approved the syllabus for the trade of “CATERING & HOSPITALITY” (Basic course) under CTS.

DURATION: ONE YEAR

DIRECTOR: SHRI S.D. LAHIRI, C.S.T.A.R.I. KOLKATA

SL NO	NAME & DESIGNATION	ADDRESS	REMARKS
1	Shri Gaurish Dhond, IMC Chairman	Proprietor, Hotel Monoshanti, Panaji, Goa	Chairman
2	Shri Aleixo F da Costa, Director	State Director of Craftsmen Training, Goa	Member
3	Shri Rajesh P Lolayekar, Asstt. Director	Director of Craftsmen Training, Goa	Member
4	Shri R S Siddarkar, Principal	I.T.I Panaji, Goa	Member
5	Shri Shailesh Sanzgiri, MD	Alcon Group of Hotels	Member
6	Shri Ajay Vyas, Executive	Taj Group of Hotels Fort Aguada Beach Resort, Panaji, Goa	Member
7	Shri Dennis D’Costa, Front Office Manager	Taj Group of Hotels Fort Aguada Beach Resort, Panaji, Goa	Member
8	Shri Rahul Kulshrestha, Executive	Sun-N-Sand Hotel, Panaji, Goa	Member
9	Shri L.K. Mukherjee, Deputy Director	C.S.T.A.R.I. Kolkata	Member
10	Shri S.B. Sardar, Training Officer	C.S.T.A.R.I. Kolkata	Member
11	Shri R.N. Manna, Training Officer	C.S.T.A.R.I. Kolkata	Member

GENERAL INFORMATION

Name of the Trade : CATERING & HOSPITALITY Assistant (Basic course)

N.C.O. Code No. :

Entry Qualification: Passed 10th class.

Duration of the Craftsmen Training: 01 year

Space required: 4 Sq. mt. per trainee

Batch Size : 16 Trainees

SYLLABUS FOR THE TRADE OF “CATERING AND HOSPITALITY ASSISTANT ”

Basic course- Duration one year

Week No.	Practical	Theory
	1) FOOD AND BEVERAGE SERVICE	
1-2	Visit to near by Hotel Industries and familiar with various types of outlets and types of meals (coffee shop, snack bar, room service etc) Contribution of Food and beverage in these outlets (including revenue production) Classification of Food and Beverage operation (a) Commercial (b) Welfare	Introduction to the Hotel Industry and growth of Hotel industry in India Types of outlets and types of meals (coffee shop, snack bar, room service etc) Contribution of Food and beverage in these outlets (including revenue production) Classification of Food and Beverage operation (a) Commercial (b) Welfare
3-4	Profile, Dress Codes and Attributes of a Waiter	Hierarchy in different outlets Duties and Responsibilities of staff in different outlets Staff etiquette and attributes of a good waiter Inter-department relationship
5-6	Familiarization and Classification of Equipment, Glassware Table ware, Cutlery and Crockery, other Equipments Introduction to Equipments and Infrastructure: Glassware, Crockery, Cutlery, and Ancillary Installation	Familiarization and Classification of Equipment Glassware, Table ware, Cutlery and Crockery and other Equipments
7	Introduction to the various Ancillary Section	Pantry/ Stillroom Food Pickup areas Stores Linen Room Kitchen Stewarding Silver Room
8-9	Menu Planning Demonstrate the following Origin of Menus Types of Menus- A la Carte and Table de Hote Principles of Menu planning Menu Compilation French classical Menu General Accompaniments	Origin of Menus Types of Menus- A la Carte and Table de Hote Principles of Menu planning Menu Compilation French classical Menu General Accompaniments

10	Laying and relaying of Table Covers Laying an A la Carte cover Water Service Etiquette towards Guests Service of non Alcoholic Beverages Buffet Set up Course wise service of Food Pre Plated service Crumbing of the table Different methods of clearance: Course wise etc. French classical Service	Mise-en-place Mise-en-scene Silver Service American/ English/ French/ Russian
11	Service of Continental Breakfast Service of English Breakfast Breakfast tray set up Procedure for Tea Service	Introduction and Definition Types- English/ Continental/ American/ Indian etc. Brunch- Compilation of each Menu. Types of Tea Service- Afternoon Tea and High Tea Sandwiches- Types of sandwiches and service of sandwiches Compilation of tea Menu
12	<u>Systems of Order Taking</u> Taking of Guest order Handling Guest Complaints and Grievances Kitchen Order taking Bar Order Taking	<u>Systems of Order Taking</u> Theory Procedure for Kitchen Order taking and Bar Order taking
	Billing Procedures	Billing Procedures Cash Credit A/c
	2) ACCOMODATION OPERATION/ HOUSE KEEPING	
13	Basic House Keeping vocabulary	Importance and role of House Keeping in a Hotel Areas for Housekeeping
14	Sweeping/ Moping/ Wiping/ Dusting/ Buffing/ Washing	Staffing of the House Keeping department in Hotels: Small/ Medium/ Large Personality Traits of Housekeeping Staff Duties and Responsibilities of Housekeeping Staff Rules on a guest Floor Work Routine House Keeping Desk Control Co-ordination of House Keeping with

		other departments
15	Use of Cleaning Agents for various Surfaces	Classification of Cleaning Agents Selection of Cleaning Agents Uses, Care, and Storage of Cleaning Agents Distribution and Control of Cleaning Agents
16	Cleaning by using various Brooms/ Brushes/ Vacuum cleaner etc.	Types of Cleaning Equipment Manual equipment for Cleaning Uses and Care of Cleaning Equipment
	Routine Cleaning by use of detergents and cleaning Equipments	Hygiene and Safe cleaning General principles of Cleaning
	Practice of Periodical Cleaning	Weekly Cleaning/ Spring-cleaning Special Cleaning Tasks Schedule and Record Keeping of Cleaning
17-18	Bed Making Cleaning of Guest rooms	Rules to be followed when on a guest floor Procedures Followed When Cleaning a Check-out/ Occupied/ Vacant room Evening Service Second Service Bed Making Daily routine systems followed in the House Keeping department
19	Cleaning and polishing of Metals and Non Metal items.	Cleaning of Glass Surfaces Wood and Allied Surfaces Metals- Copper/ Brass/ Silver/ Aluminium and Steel Leather/ Rexene/ Plastic/ and Ceramics
20	Organizing and use of Maids Trolley for room cleaning	Location Lay out and essential features Organizing a Maids trolley Records maintained: Checklist/ Occupancy list/ Floor register.
21	Familiarizing with Guest room Supplies and Amenities	Standard Supplies Regular Supplies V.I.P and V.V.I.P Standard contents
22-24	Drawing and Familiarizing with formats of Lost and Found	Procedures followed for Lost and Found Items Registers and records maintained

	Familiarization with types of Keys (Computerized etc)	Knowledge of different types of Keys Key control
	Use of Insecticide/ Pesticide for Control of Pests in the Institute	Importance of pest control Categories of Pests Control of Pests Different Pesticides/ Insecticides used.
	3) FRONT OFFICE	
25	Evolution of the Hospitality industry Classification of Hotels Departmental classification of Hotels Functions of Major departments Organization chart of Hotels: Large/ Medium/ Small Organization chart of the Front Office Department for Large/ Medium/ and Small Hotel	Evolution of the Hospitality industry. Classification of Hotels Departmental classification of Hotels Functions of Major departments Organization chart of Hotels: Large/ Medium/ Small Organization chart of the Front Office Department for Large/ Medium/ and Small Hotel
26	Grooming Do's and Don'ts at the Front Office Desk	Section and general layout of the front office department and equipment used General duties and responsibilities of the front office staff Personality traits of the Front Office Staff
27	Collection and study of Hotel Brochure and to study them	Different types of Room rates (Rack/ F.I.T/ Crew/ Group) Discount Offered and Packages Food Plans Use of Brochure and Tariff cards
		Importance and Basic Functions of the Bell Desk Paging System Handling Luggage in House and left Luggage procedure
28-29	Importance and Basic Functions Types of Calls Telephone Manners Telephone Manners (Do's and Don'ts)	Importance and Basic Functions Types of Calls Telephone Manners
		Rules of the House (Guidelines to a Guest) Inter- Departmental Co-Ordination, House Keeping, Room Service, Laundry, Mini Bar.
30-31	Dealing with Reservation	Importance of the Guest Cycle, Modes and Sources, Procedures for making reservation/ reservation

		activities. Guaranteed/ Non Guaranteed reservation. Overbooking, Cancellation and Amendments. Manual reservation system used in the form of booking diary, booking charts etc, Whitney system. Computerized system. Reservation network system-affiliated/ non-affiliated centralized reservation system. Terminology of reservation
32-33	Preparing for guest arrival, Registration of guest and allotment of room. Preparing for guest checkout, Billing etc.	Arrival stage, Registration and reception Receiving of a Guest, Handling Registration, and Arrival Procedure of various categories of guests. Notification of guest arrival, Criteria for taking advance Departure Notifications, Task performed at the bell desk and Front Office cashier Express Checkout procedure, Late checkout and Charges
34	Practicing and Handling of situations Handling of Guest Complaints (Mock)	Dealing with emergencies and situations in the Front Office Handling Guest Complaints
4) FOOD PRODUCTION		
35-35	History of Cookery Origins of Modern Cookery Levels of Skill Attitude and Behavior in the Kitchen Kitchen Uniforms Safety procedures for Handling Equipments	History of Cookery Origins of Modern Cookery Levels of Skill Attitude and Behavior in the Kitchen Kitchen Uniforms Safety procedures for Handling Equipments
36-37	Classical Brigade Kitchen Staffing in various Category Hotels. Duties and responsibilities of Executive Chef and Various Chefs Inter departmental Co-ordination	Classical Brigade Deployment procedure for Kitchen Staffing in various Category Hotels. Duties and responsibilities of Executive Chef and Various Chefs Inter departmental Co-ordination
38	Use of Kitchen Equipment, Tools Utensils and Cleaning	Tools and Utensils used in the Kitchen Different Types of Fuels used in the Kitchen
39	Cooking of Various Vegetables, Pulses, Condiments, Spices all incorporated or fused into a dish.	Aims and Objectives of Cooking Food. Classification Of Raw Materials

		according to their Functions Various Textures
40-41	Methods of Cooking Food	Preparation of ingredients Methods of Mixing Foods, Methods of Cooking Food- Roasting, Baking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching and Peeling
42	Explanation of all the common Culinary terms with examples	Explanation of all the common Culinary terms with examples
43	Identification, Classification, Cuts of Vegetables and Fruits, Methods of Cooking Vegetables as per their Colour	Introduction and Classification Cuts of Vegetables Classification and uses of Fruits in Cookery
44	Preparation of Egg as per the various methods (Poach, Boil, Fried, Scramble) Preparation of various Egg Dishes	Introduction, and Selection Methods of Cooking and uses of Egg in Cookery
45	Identification and classification of Fish cuts	Introduction to Fish Mongery Selection of Fish, Shellfish, Cuts of Fish Cooking Of Fish Local names of Finfish/ local names of Shellfish
46	Demonstration of cuts of Lamb/ Mutton, Cuts of Chicken, Preparation of Single Dishes.	Introduction to Meat Cookery Cuts of Lamb/ Mutton, Selection and uses of its cuts Cuts of Poultry, Selection and uses of cuts
47	Demo of White stock, Brown Stock, Fish Stock	Definition of Stock, Classification and Preparation of Stock Storage, Uses and care Seven Rules of Stock Making
48	Preparation of Basic Soups	Classification of Soups with Examples (Cream Soups/ Puree Soups/ Veloute/ Chowder/ Consommé National Soups)
49-50	Preparation of Mother Sauces and 2-3 Derivations of each.	Classification of Sauces/ Composition Recipes of Mother Sauces Derivatives
51-52	Revision and examination	

TOOLS & EQUIPMENT FOR
CATERING & HOSPITALITY (Basic Course)-
(for a batch of 16 trainees)

(A) FOOD AND BEVERAGE SERVICE

SR.NO.	NAME OF THE ITEM	QTY
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 20 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.	1-Refrigerator (Large size)	01
19.	Hot plates for five side boards	As required
20.	Sundry equipment	As required
21.	Rolling black board	As required
22.	Table & chair for 20 trainees (Desk type)	As required
23.	Instructor Cupboard (Godrej) table & chair	As required
24.	1-Range	01
25.	Three tier shelf	As required
26.	3 Swill bin with foot press	As required
27.	Trainee locker (Godrej)	As required
28.	Furniture and furnishings	As required
29.	Bar Counter with mirror & Bar equipment	As required
30.	Water boiler	As required

31.	NCR machine/Computer	As required
32.	One Bain Marie	As required
33.	Library books	As required
34.	2-Trolley racks	As required

(B) Housekeeping

Sr. No.	Description	Qty Required
1	Slotted Angle Racks	3 Nos.
2	Steel Cupboard	2 Nos.
3	Student Locker	1 No.
4	Beds	4 Nos.
5	Bed side tables	4 Nos.
6	Sofa chairs	4 Nos.
7	Sofa	2 Nos.
8	Coffee table	2 Nos.
9	Writing cum dressing table	2 Nos.
10	T. V. Trolleys	2 Nos.
11	T. V. with cable	2 Nos.
12	Luggage rack	2 Nos.
13	Fridge with cabinet	2 Nos.
14	Channel Music	2 Nos.
15	Ward Rob	2 Nos.
16	Balcony chairs with coffee table	4/2
17	A.C.unit	2 Nos.
18	Intercom	2 Nos.
19	Fans	2 Nos.
20	Column lamp	2 Nos.
21	Bed side lamp shades on table or wall	4 Nos.
22	Night lamp	01
23	Carpet	01
24	Vacuum cleaner wet & dry	01
25	Scrubber machine	01
26	Jet Pressure/Skirting machine Equipment	01
27	Room maid trolley	02
28	Washing machine	01
29	Hand press	02

30	Rollers	02
31	Irons	02
32	Ironing Boards	02
33	Flower Vases with Floral arrangement Standard size	6 Nos
34	Slotted Angle Racks 6' X 3' X 2'	3 Nos
35	Steel Cupboard 78"X 19"X 34"	2 Nos
36	House Keeping Linen Trolley(Maids Cart)	1 No
37	Janitorial cot	1 No
38	Bins with Cigarette Extinguishers	2 No
39	Wash Basin with Pedestal Glass	2 Nos
40	Commode with Flush Tank	2 Nos
41	Water Heater (25 Ltrs)	2 Nos
42	Soap Dispensers	2 Nos
43	Shower Panel Multijet Full Feature with pressure pump	1 No
44	Basin kit	2 Nos
45	Bath Fitting(Towel Holders/Toilet Rolls /Jet sprays/Napkin Holders/Grab Bar For tub)	2 Nos
46	Television (Hotel Specific TV)	2 Nos
47	Minibar Fridge	2 Nos
48	Channel music System (Basic)	1 No
49	Intercom Phone System	2 Nos
50	Column Lamp	2 Nos
51	Rocking Chair	1 No
52	Safe Deposit Lockers (electronic Code)	2 Nos
53	Hand drier	2 Nos
54	Shoe Shining machine	1 No
55	Stem Press Machine	1 No

56	Clothes Drier Machine	1 Nos
57	Sewing Machine	1 No
58	Laundry Trolley with Castors	2 Nos
59	Mini Scrubber Drier with pump 34p	1 No
60	Mini Scrubber Drier Gravity 24 N	1 No
61	Manual Sweeper	1 No
62	Carpet Extractors	1 No
63	High Pressure Jet Cleaners	1 No

Consumables required for Housekeeping

Sr No	Description	Qty Required
1	Towels	12 Nos.
2	Bed sheets	36 Nos.
3	Blankets	12 Nos.
4	Night spread	12 Nos.
5	Bed covers	12 Nos.
6	Pillow covers	12 Nos.
7	Hand towels	12 Nos.
8	Hand Napkins	12 Nos.
9	Mattress Protector	12 Nos.
10	Bath Mats	6 Nos.
11	Door Mats	6 Nos.
12	Curtains	24 Nos.
13	Flower Vase	6 Nos.
14	Flower Pots	36 Nos.
15	Mattress	6 Nos.
16	Pillows	6 Nos.
17	Hand brush	02 Nos

(C) 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, LASER PRINTER WITH HOTEL SOFTWARE PACKAGE	2

(D) FOOD PRODUCTION

Sr. No.	Name of item	Quantity
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.	Salamander	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.	Dust 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 Dekchi 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 Dekchi (4 lts)	16 Nos
32.	Aluminium Dekchi (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.	Colander	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.	Spaghetti 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.	Spatula	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
91.	Ring Moulds (Different Sizes)	6 Nos.

92.	Small Cups Moulds (Cup cakes)	24 Nos.
93.	Fire Extinguisher CO2, 25 Kgs.	2 Nos.
94.	Cake Tray round 9" dia.	6 Nos.
95.	Steel Plates (Dinner Plate)-	20 Nos.
96.	Steel bowl (200 ML.)	24 Nos.
97.	Cookie cutter (Different six shapes)	10 Nos.
98.	Chopping Board Green (16 X 10 inch)	6 Nos.
99.	Chopping Board Red (16 X 10 inch)	6 Nos.
100.	Muffins moulds 12X12	2 Nos.
101.	Cake Nozzle set	3 Set.
102.	Piping Bags	6 Nos.
103.	Aluminium Handi with cover (50 kg. Capacity)	3 Nos.
104.	Aluminium Handi with cover (25 kg. Capacity)	6 Nos.
105.	Pallet Knife	6 Nos.
106.	Baking Trays 30cm X30cm	6 Nos.
107.	Swiss cake tin	6 Nos.