

Rajasthan Skill & Livelihoods Development Corporation

1. Module Name	Banquet Steward cum Caterer
2. Sector	Hospitality
3. Entry Qualification	Minimum 10 th Pass
4. Minimum Age (in years)	15
5. Duration	65 days/ 390 hrs.
6. Provision of Tool kit	No
7. Terminal Competency	<p>After completion of the course the trainee will be able to:</p> <ul style="list-style-type: none"> • recall role of Food and Beverages service provider at the Restaurant or Bar; • identify and handle glassware, tools and equipments and linen used at the Restaurants and Bars; • explain functioning of pantry/ still room/ side board in the Restaurant; • recall rules of laying a table and rules for waiting at the table and dos and don'ts for a waiter; • demonstrate personal cleanliness & Hygienic practices; • welcome guest, take reservation for restaurant, escort Guest to their respective table, present menu cards and take order; • demonstrate use of service cloth, carrying of plates, clearing of plates and cutlery; • arrange and prepare Side Board & Service Table; • place order to the Kitchen and Bar; • serve Breakfast/ Lunch, Dinner and Buffet Service; • recall brand names of Beer/ Whisky/ Brandy/ Gin/ Rum/ Vodka and Tequila; • serve Wines & Alcoholic Beverages (Whisky/ Brandy/ Gin/ Rum/ Vodka/ Tequila); • maintain Bar inventory; • understand the basics of Catering Services; • recall the difference between on-premise and off-premise caterings; • understand the different types of arrangements to be made for the service; • understand proper planning and management required for the right service; • understand the elements of successful off-premise catering; • plan, organize, execute and control the event; • understand the professionalism and common business strategies; • handle the manpower in the right manner; and • plan different sets of menus.

		Approx. hrs.	
8. Registration, Inauguration, introduction and objectives of the course		2	
9. Course content			
Practical competencies	Approx. hrs.	Underpinning Knowledge (Theory)	Approx. hrs.
Steward/ Waiter <ul style="list-style-type: none"> • How to use the Tray, Tray carrying position, how to lay the Tray for breakfast. • Arrangement and preparation of Side Board & Service Table. • How to place order to the Kitchen and Bar. • Arrangement of silver according to the Menu on the table. • Service of Breakfast/ Lunch, Dinner, Buffet Service. • Service of Wines & Alcoholic Beverages, Knowledge of glasses. • Basic Cocktails & Mock tails. • Closing the Restaurant-soiled Linen removal/ preparation of Restaurant for next Service period, preparation of checklist. • Flambé Dishes (preparation). • A-la-carte Cover and types of Services. • Gueridon Service 	90	Overview of Catering Industry	3
		Steward/ Waiter <ul style="list-style-type: none"> • General idea about the functioning of Pantry/ still room/ side Board in the Hotel/ Restaurant. • The Restaurant. • The Menu – types of Menu, course of Menu, Uses of Menu Card. • Rules for laying a Table / Rules for Waiting at the Table/ Dos and Don'ts for a Waiter. • Common Sauces and their Basic Ingredients. • Salads with recommended Dressings. • Food & Their Accompaniments. • Method of Cooking Food. (Basic) • Breakfast • Energy and Water Conservation. • Buffet and banquets. • Knowledge about the type of Cutlery & Crockery/ glassware to be used with what type of Dish. • Types of Non-alcoholic Beverages & their Service. • Spirits & liqueurs – Gin/ Brandy/ Rum & Beer (Draught/ Bottled beer) 	24
Bar Tender <ul style="list-style-type: none"> • Maintaining personal cleanliness & Hygiene Practices • Carry out basic First Aid treatment/ notifying accident. • Practicing Fire Safety measures • Occupational hazards and safety norms. • Good Housekeeping practices at all times. • Simple Disaster Management & preventive measures for staff/ guests/ machines in the event of Earthquakes, Tsunami, etc. 	72	Bar Tender <ul style="list-style-type: none"> • Beer-Production-Brand Names • Whisky-Production-Brand Names • Brandy-Production-Brand Names • Gin-Production-Brand Names • Rum-Production-Brand Names • Vodka-Production-Brand Names • Tequila-Production-Brand Names • Storage of Beverages • Accompaniments and snacks • Energy and Water Conservation. 	18

<ul style="list-style-type: none"> • Practice waste disposal as per environmental laws. • Pest control measures. • Garnishes for Cocktail. • Order taking Service & Cocktail of whisky. • Order taking Service & Cocktail of Brandy. • Order taking Service & Cocktail of Gin. • Order taking Service & Cocktail of Rum. • Order taking Service & Cocktail of Vodka. • Order taking Service & Cocktail of Tequila. • Service of spirits and beers. • Computerized inventory and billing procedures. 			
<ul style="list-style-type: none"> • Manpower Handling - Induction & Training of staff, situation handling. 	12	<ul style="list-style-type: none"> • Types of Functions: Wedding/ birthday party, welfare programmes (Social & Religious) etc. 	3
<ul style="list-style-type: none"> • Check Lists - Preparing & managing various Check lists. 	12	<ul style="list-style-type: none"> • Function Layout - Venue arrangements as per the host and event requirements. 	3
<ul style="list-style-type: none"> • Entrepreneurial Skills - Basic business etiquettes. 	12	<ul style="list-style-type: none"> • Menu Planning - Menu, types of Menu, how to plan menu, factors affecting Menu, Principles of Menu planning, etc. 	3
<ul style="list-style-type: none"> • Communication with clients & staff - right communication at right time evolves into a successfully managed event. 	12	<ul style="list-style-type: none"> • Manpower Requirement: selecting and allocating jobs as per the requirement quantitatively as well as qualitatively. 	3
<ul style="list-style-type: none"> • Developing a strategic plan - planning the event taking into account all factors. 	12	<ul style="list-style-type: none"> • Base Kitchen - Importance of base kitchen, set up, coordination between base kitchen and event venue. 	3
<ul style="list-style-type: none"> • Facility Management - Managing base kitchen, venue, Transportation, making a fool proof plan for successful execution. 	12	<ul style="list-style-type: none"> • Transportation - Effective transportation management. 	3
<ul style="list-style-type: none"> • Customer focused management - customer is the key, getting all desired information from the customer will lead us in successful execution of the event. 	20	<ul style="list-style-type: none"> • Resource Management - Space, Equipments, Manpower, Skills, Physical amenities such as Water, drainage, Electricity. 	3
		<ul style="list-style-type: none"> • Washing up Facilities & Garbage disposal - ensuring wash up and proper garbage disposal at all three 	3

		levels i.e. pre-event, during the event and post event.	
		<ul style="list-style-type: none"> Budgeting, Costing & Overheads - understanding fixed costs, variable costs, Menu pricing, break even, controlling overheads, forecasting etc. 	3
		<ul style="list-style-type: none"> Types of Services: Self Service, Table service. 	2
		<ul style="list-style-type: none"> Qualities of a Good Caterer. 	2
		<ul style="list-style-type: none"> Complexities of a Caterer. 	2
		<ul style="list-style-type: none"> Check Lists - various forms, formats and check lists. 	3
		<ul style="list-style-type: none"> Planning, Organizing & Control. 	3
		Entrepreneurship & Soft Skills and Computer Literacy Module:	0
		<ul style="list-style-type: none"> Entrepreneurship – its necessity and charms of being an entrepreneur. 	1
		<ul style="list-style-type: none"> Who is an entrepreneur and characteristics of a successful Entrepreneur? 	2
		<ul style="list-style-type: none"> How to identify Business opportunities? 	2
		<ul style="list-style-type: none"> Steps for setting up a small scale venture. 	1
		<ul style="list-style-type: none"> Institutional support for entrepreneurship (whom to contact for what) 	2
		<ul style="list-style-type: none"> Government (Central/ State) Schemes and assistance from Banks/ other financial institutions - Procedures and formalities for getting loan. 	2
		<ul style="list-style-type: none"> How to prepare Business plan? 	2
		<ul style="list-style-type: none"> Financial literacy-Costing, Pricing, Profitability and Break Even Analysis. 	2
		<ul style="list-style-type: none"> Cash management in small enterprises. 	2
		<ul style="list-style-type: none"> Accounting and Book Keeping 	2
		<ul style="list-style-type: none"> Introduction to Taxation 	1
		<ul style="list-style-type: none"> Shop and Establishment Act and its provisions. 	1
		<ul style="list-style-type: none"> Creativity, Problem solving & decision making. 	1
		<ul style="list-style-type: none"> Common mistakes generally made by entrepreneurs. 	1
		<ul style="list-style-type: none"> Interaction with successful entrepreneur and success stories. 	2
		<ul style="list-style-type: none"> Communication and Negotiation skills. 	1
		<ul style="list-style-type: none"> Interpersonal skills 	1

		<ul style="list-style-type: none"> How to Deal with customer attitude – Effective selling. 	1
		<ul style="list-style-type: none"> Marketing – Basic concepts/ Skills and effective mode of advertising. 	1
		<ul style="list-style-type: none"> Introduction to e-commerce. 	2
Computer Fundamentals Customize the Desktop Environment e.g. Desktop, Start Menu, and Taskbar etc. Configuring & Migrating Files, Folders & Settings - Folder Views, Accessibility Settings	2	Computer Fundamentals, MS-Office & Internet introduction to Computers History of Computers Components of Hardware Peripherals	1
MS Word Creating, Organizing & Formatting Content Collaborating – Merge, Insert, View, Edit, Track Mode etc. Formatting & Managing Documents	4	Concept of Operating System – Windows XP, Exploring & Configuring the Windows XP Desktop Environment- Customize the Desktop, Start Menu, and Taskbar etc. Configuring & Migrating Files, Folders	1
MS Excel Creating, Analyzing & Formatting Data & Content Collaborating - Insert, View, Edit etc. Managing Workbooks	3	Settings - Folder Views, Accessibility Settings Features of Windows XP Understanding concepts of Word processing using MS-Word Understanding concepts of Electronic spreadsheet and various types of entries in it	1
MS PowerPoint Creating & Formatting Content Collaborating - Track, Edit, Add, Delete Comments, Merge Managing & Delivering Presentations	3		
Internet Concepts Opening websites and downloading data Writing, reading and sending emails	4	Understanding concepts of URL Creating and Opening an E-mail account. Receiving and sending emails Searching information on Internet.	1
Approx. Total Practical hours	270	Approx. Total Theory hours	118
Grand Total (2+230+118)			390

10. Tools, Equipments and Material for a batch of 30 trainees

S.No.	Item	Quantity
1	Dinner Plates	24
2	Quarter Plates	24
3	Cups	24
4	Saucers	24
5	Different Glasses	36
6	Spoons	24
7	Forks	24
8	Knives	24
9	Cruet Sets	4
10	Ash Trays	4
11	Bud Vase	4

12	Water Jugs	4
13	Serving Trays	4
14	Bread Baskets	4
15	Tongs	4
16	Dinner Plates	24
17	Aluminium Foils	As required
18	Plastic Wrap	As required
19	Garbage Bags	As required
20	Tables	4
21	Chairs	24
22	Linen	As required
23	Chafing Dishes	2
24	Frills	10-15 mts

Recommendation: This program requires practical demonstration at a live site to make the understanding better for the trainees. A minimum 20 hrs live demo is highly recommended.

S.No.	Item	Quantity	S.No.	Item	Quantity
	Hardware			Software:	
1	Computers/Laptops	10 (one for three trainee)	6	Microsoft Windows 7/8/10 or UNIX/ LINUX or latest software	For all Systems
2	Power backup	For all Systems	7	Microsoft Office 2007/ 2010/ 2013 or latest software	For all Systems
3	Inkjet/Laser Printer (Network/USB Printer)	1	8	Antivirus Software (TVD/ Norton/ Quick Heal Total Security/ Kaspersky/ Any Popular brand)	For all Systems
4	Speaker	1	9	Internet Connection	For all Systems
5	Spare H/W components	As per requirement			