

Syllabus for the trade

Of

Food & Beverages Service Assistant

(SEMESTER PATTERN)

UNDER

CRAFTSMAN TRAINING SCHEME

Redesigned in: 2014

By

Government of India

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

Directorate General of Employment & Training

Ministry of Labour & Employment

EN 81, SECTOR – V, SALT LAKE CITY,

Kolkata – 700 091.

GENERAL INFORMATION

1. **Name of the Trade** : Food & Beverages Services Assistant
2. **NCO Code No.** : 5123.20, 5123.40, 5123.90
3. **Duration of Craftsman Training** : One year (2 semesters)
4. **Power Norms** : 8 KW
5. **Space Norm** : a) Work shop : 48 Sq. Meter
: b) Class Room : 30 Sq. Meter
6. **Entry Qualification** : Passed 10th class examination
7. **Unit Strength** : 16 Trainees
8. **Instructors/Trainer's Qualification** : a) NTC/NAC in the trade with three years' experience in the relevant field.

OR

b) Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.

OR

c) Degree in Hotel Management / Catering Technology with one year experience in the relevant field
9. **Desirable Qualification:** : Preference will be given to a candidate with Craft Instructor Certificate (CIC).

Note: Out of the two craft instructors at least one must have degree / Diploma in the relevant field

10. **Job Description** : After successful completion of training, the person will be able to: -
 - ✓ Work in many settings such as restaurants, hotels, coffee shops, healthcare resident facilities, railways, cruise line and hospitals.
 - ✓ To welcome the guests by greeting them as per the standards
 - ✓ To provide proficient and professional Food & Beverage services to the guests by meeting and also exceeding their expectations.

Syllabus for the trade of “Food & Beverages Service Assistant” under CTS System

First Semester 1st semester

Semester Code: STD: SEM I

Duration: Six Month

Week	Trade Practical	Trade Theory
1 -3	<ul style="list-style-type: none"> a) Introduction to F&B Service b) Identifications of service equipments c) Setting up of tables – handling of service equipments d) Care and upkeep of service equipments e) Video /Power Point Presentation on grooming, personal hygiene, dos & don'ts by an F&B Assistant. f) Rules to be observed while waiting at the table g) Hygienic handling of Cutlery/ Crockery/ Glassware/ h) Demonstration and practice of laying a Table. 	<ul style="list-style-type: none"> a) Introduction to Catering industry / hotel industry b) An orientation programme on the course and related job opportunities by the industry expert and instructor. c) Different types of catering establishments. d) Nonprofit & profit making organizations e) Organizational hierarchy of a star hotel and F&B department in different categories of hotels. f) Attributes of F&B services personals g) Duties and responsibilities of F&B service personnel. h) Inter-departmental coordination. <ul style="list-style-type: none"> ➤ Coordination with front office, ➤ Housekeeping, ➤ F&B (Kitchen) and other ancillary departments in a Hotel. i) Grooming, hygiene and etiquettes.
4-5	<ul style="list-style-type: none"> a) Hygienic handling of Flatware and Hollowware. b) Introduction to Linen c) Correct use of Linen – waiter's cloth/ Runner/ Table cloth/ Napkin etc d) Laying and relaying table cloth e) Napkin folding (min. 5 types) f) laying of a cover 	<ul style="list-style-type: none"> a) Points to be observed while laying a table. b) Rules while waiting at the table. c) Service equipment – <ul style="list-style-type: none"> ➤ Categorization of service equipment and their upkeep and maintenance such as: - <ul style="list-style-type: none"> ❖ Glassware ❖ Cutlery ❖ Crockery ❖ Silver / White metal ware d) Kitchen stewarding <ul style="list-style-type: none"> ➤ Role of Kitchen stewarding and duties & responsibilities of kitchen stewarding ➤ Different types of dish washing methods. e) Linen – <ul style="list-style-type: none"> ➤ Types ➤ Sizes ➤ Use & Linen Exchange procedure ➤ Care & maintenance of Linen

6-8	<p>a) Correct handling and practices of using service spoon and service fork</p> <p>b) Tray carrying and balancing of equipments / food / beverages on a tray.</p> <p>c) balancing service tray</p> <p>d) Methods and Techniques of different styles of service – American/ French/ English/ In situ</p> <p>e) Setting up of side station</p> <ul style="list-style-type: none"> ➤ Mise - en - scene ➤ Mise - en – place <p>f) Setting of room service tray & trolley for tea / coffee / pre plated food / 3 course meal</p> <p>g) Practicing room service operations in the training restaurant.</p>	<p>a) Pantry & Still Room</p> <p>b) Courses of French Classical Menu and service equipment required for the same.</p> <p>c) Mise - en – scene, mise - en – place,</p> <p>d) Different types of services</p> <ul style="list-style-type: none"> ➤ French services, English service & American service ➤ Gueridon service ➤ Fast food service ➤ Service of breakfast, brunch, lunch, hi-tea & dinner <p>e) Room Service</p> <ul style="list-style-type: none"> ➤ Types of room service, ➤ Room service Hierarchy, setting of room service trays, Trolley Service for different meals. ➤ Total No. of shifts, ➤ (Work flow of room service <ul style="list-style-type: none"> ❖ Room service order taking ❖ Captain allocation ❖ Setup of tray & trolley as per order ❖ Food pickup ❖ Inspection ❖ Service of different meals ❖ Billing ❖ Clearance)
9	<p>a) Setting up tray for room service for English / American / continental / Indian breakfast and breakfast layout in coffee shop</p>	<p>a) Types of breakfast</p> <ul style="list-style-type: none"> ➤ English ➤ American ➤ Continental ➤ Indian
10-11	<p>a) Setting up cover for a la carte and table d’ hôte menu.</p> <p>b) Practice on Methods and Techniques of different styles of service – American/ French/ In situ</p>	<p>a) Menu Planning</p> <ul style="list-style-type: none"> ➤ Menu types ➤ Factors to be taken into consideration while planning the menu ➤ Courses and terminology in French classical menu
12-13	<p>a) Plan a five course menu and setting up of the table according to the menu</p> <p>b) Theme setting for Banquets</p> <p>c) Demonstration through slides / video etc. for different themes</p>	<p>a) Banquets Operations</p> <ul style="list-style-type: none"> ➤ Types of seating arrangements ➤ Taking Banquets bookings ➤ Banquets functions prospects ➤ Setting up of Buffet ➤ Different types of Buffets
14-16	<p>a) Receiving the guest, seating at the table and serving water</p> <p>b) Presenting the menu and taking order</p> <p>c) Raising KOT, BOT and food pick up service and service of food</p> <p>d) Presenting the check and accepting the payments</p> <p>e) Demonstration and practices on Situation handling</p> <p>f) Inventory of Restaurant</p>	<p>a) Receiving the Guest and seating at the table</p> <p>b) KOT, BOT, Briefing , Menu Handling and presenting the menu to guest, taking order, upselling</p> <p>c) Sequence of service</p>

17-20	On the job Training (OJT) (4 weeks) <i>Note: - During OJT student have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by the section / department supervisor.</i>	
21-22	a) Demonstration on methods of cooking through Power Point / Video.	a) Methods of cooking b) Basic Sauces c) Accompaniments
23	a) Service of sandwiches	a) Tips & service charges b) Sandwiches
24	Revision	
25	Examination	
26	Holiday	

Note: -

- *At least one industrial visit in every two weeks shall be arranged and the trainees will submit the activities learned there and 10 marks internal assessment will be awarded based on it.*
- *One hour soft skill classes to be arranged on daily basis.*

Week	Trade Practical	Trade Theory
1-2	<p>a) Services of Nonalcoholic Beverages: - b) Service of tea c) Service of coffee d) (VISIT MARKET - prepare report on tea and coffee)</p>	<p>a) Beverages: - ➤ Classification – i. Nonalcoholic ii. Alcoholic</p> <p>i. Nonalcoholic ❖ Refreshing – water aerated water ❖ Stimulating – Tea and Coffee ❖ Nourishing - Milk, shakes & juices ❖ Tisanes – health drinks</p> <p>ii. Coffee – ❖ Types of coffee preparation ❖ Faults in coffee making ❖ Storage of coffee</p> <p>iii. Tea – ❖ Types of tea preparation ❖ Faults in tea making ❖ Storage of tea ❖ Tea types</p>
3-5	<p>a) Service of red wines b) Service of white wines c) Service of sparkling wines</p>	<p>ii. Alcoholic Beverages: - ➤ Fermented beverages – ❖ Wines -</p> <ul style="list-style-type: none"> • Definition & description • viticulture • Wine growing countries- Special Regions (Name of some important wines from France, California, Italy, Germany, USA and India) • Wines and food combinations • Manufacturing process of wines • Classification of wine <ul style="list-style-type: none"> ▪ Table wines ▪ Sparkling wines ▪ Fortified wines (port wine) ▪ Aromatized Wines • Wine terminology

6-7	a) Service of Beer	ii. Alcoholic Beverages: - ➤ Fermented beverages – ❖ Beer <ul style="list-style-type: none"> • Introduction • Manufacturing • Service of beer • Storage • brands
8-9	a) Service of Spirits	ii. Alcoholic Beverages: - ➤ Distilled beverages – ❖ Spirits <ul style="list-style-type: none"> • Vodka/Rum/Whisky/Brandy/Tequila • Manufacturing and their services • Brands
10	a) Service of Compound Beverages	ii. Alcoholic Beverages: - ➤ Compound beverages – ❖ Gin / Liqueur / Bitters <ul style="list-style-type: none"> • Manufacturing and their services • Brands
11-12	a) Preparation, service and dispensing of mocktails	a) Cocktails & Mocktail– Introduction <ul style="list-style-type: none"> ▪ Base ▪ Blend ▪ Garnishes b) Whisky based Cocktails – 5 nos. c) Gin Based Cocktails – 5 nos. d) Vodka Based Cocktails -5 nos. e) Rum Based Cocktails – 5 f) Mocktail – 5
13	a) Service of Cigars & cigarettes b) Changing the ash tray	a) Tobacco:- <ul style="list-style-type: none"> ▪ Introduction to Cigars:- ▪ Shapes and Sizes of cigar, ▪ Brand names, ▪ storages of cigar b) Cigarettes- <ul style="list-style-type: none"> ▪ Brand names ▪ Service of Cigarettes
14	a) Service of cheese	a) Cheese <ul style="list-style-type: none"> ▪ Classification ▪ Selection ▪ Manufacturing ▪ Service
15	a) Service of Salads, Ice cream & Soups	a) Salads, Ice cream & Soups <ul style="list-style-type: none"> ▪ Classification ▪ Selection ▪ Preparations ▪ Service

16	a) Drawing layout of Restaurant	a) Restaurant Layout b) Duty Roaster
17-20	On the job Training (OJT) (4 weeks) <i>Note: - During OJT student have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by the section /department supervisor.</i>	
21	a) Demonstration of situation handling & group activity by the students	a) Preparation, pickup & service time of standard international dishes b) Situation handling c) Blind Guest d) Invalid Guest e) Drunk Guest f) Without money g) Spillage
22-23	a) Visit to nearby hotels and interact with the purchasing department and the local vendors / suppliers and prepare a report (Supervisor should supervise the activities and provide all the necessary inputs) b) Log Books c) Proformas	a) Entrepreneurship: Specific reference to F&B service operations b) Costing c) Licensing <ul style="list-style-type: none"> ▪ Procurement of License ▪ License issuing Agency ▪ Types of Bar License d) Inventory control - e) Human resource f) Marketing – 4P’s (Product, Price, Place & Promotion)
23	a) KOT Control	a) F&B Control b) Food Control and its importance
24	a) Record keeping of a restaurant b) Activity on payment	a) Mode of accepting payment b) Records to be maintained
25	Revision and evaluation of OJT	
26	Examination	

Note: -

- *At least one industrial visit in every two weeks shall be arranged and the trainees have to submit the activities learned there and 10 marks internal assessment will be awarded based on it.*
- *One hour soft skill classes to be arranged on daily basis.*

Trade: Food & Beverages Service

List of Tools and Equipment Trainees Tool Kit for 20 Trainees + 1 Instructor

Sl. No.	Name of the Items	Quantity
1.	Service Tables 36" x 36" x30"	06 Nos.
2.	Wooden Chairs	24 Nos.
3.	Bar Counter	01 No.
4.	Display Unit	01 No.
5.	Refrigerator (Double Door 350 Ltr.)	01 No.
6.	Bain Marie	01 No.
7.	Side Boards	04 No.
8.	Storage cup Boards	02 Nos.
9.	Glass Racks	As per requirement
10.	Sample preparation Trolley	01 No.
11.	Wash Basin	01 No.
12.	Soap Dispenser	01 No.
13.	Electric Geyser	01 No.
14.	Micro oven	01 No.
15.	Table Cloth 54" x 54"	12 Nos.
16.	Table Napkins 18"x18"	48 Nos.
17.	Moulton	06 nos
18.	Tea Urn	01 No.
19.	Cooking Range Fair Burner	01 No.
20.	Trainee Lockers	As per requirement
21.	Computer with Printer	01 No.
22.	Restaurant Demo Software	01 No.
23.	Rolling white Board	01 No.
24.	Table & Chair	24 Nos.
25.	Instructor cup board, Table & Chair	01 each
26.	Trays	06 Nos.
27.	Round salvers	06 Nos.
28.	Table Accompaniments	06 each
29.	Water Jug	06 Nos.
30.	Chopping Board.	01 No.
31.	Wine Stand	01 No.
32.	Frills	06 Nos
33.	Wine Opener	02 Nos.
34.	Culling Knife	01 No.
35.	Crockery & Cutlery	As per requirement
36.	Tea Pot & Coffee Pot (Silver)	As per requirement
37.	Dish Washer Machine	01No.
38.	Hot Plate Electric	06 Nos.
39.	Plate Warmer (25 Plate Capacity)	02 Nos.
40.	Salamender-Electric	01 No.

Sl. No.	Name of the Items	Quantity
41.	OTG electric	01 No.
42.	Air Conditioner 1.5 Ton with Stabilizer	02 Nos.
43.	Sundry Equipment's	As per Requirements
44.	Over Head Projector Ceiling Mounted	01 No.