

Syllabus For The Trade
of

CABIN/ROOM ATTENDANT

(SEMESTER PATTERN)

Under
CRAFTSMAN TRAINING SCHEME

Designed in 2013

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.

List of members of trade committee meeting for the trade of Cabin/Room Attendant held on 12th December'2011 at Central Staff Training & Research Institute (CSTARI) Kolkata.

| Sl. No. | Name & Designation Shri/Smt. | Representing Organisation | Remarks |
|----------------|--|---|----------------|
| 1. | S.J.Amalan, Director | CSTARI, EN-81, Salt Lake, Kolkata-91 | Chairman |
| 2. | Rabin Debnath, Asstt. Director of Industrial Trg. | DTE. Of Indl. Trg., TE&T Dept., Govt. of West Bengal. | Member |
| 3. | Sougata Saha, Director | Comtel Electronics (P) Ltd. Salt Lake, Kolkata. | Member |
| 4. | Pijush Chatterjee, Manager | Hotel Kamala Residency, New Digha. Paschim Midnapore | Member |
| 5. | M.C.Sharma, JDT. | CSTARI, EN-81, Salt Lake, Kolkata-91 | Member |
| 6. | Dibyendu Paul, MD & CEO | PTIMA, BE-54, Salt Lake City, Sector-I, Kolkata-700 064 | Member |
| 7. | Dr. Ayan Dasgupta, Medical Practitioner | Dunlop, Kolkata-108. | Member |
| 8. | Nisith Ranjan Seal, Director | Soft Tek, AB-19, Deshbandhu Nagar, Kolkata-59. | Member |
| 9. | Dr. Amarendu Mondal, Director | PTIMA, BE-54, Salt Lake City, Sector-I, Kolkata-700 064 | Member |
| 10. | Swami Nath Prasad, Director | Dream Merchant Pvt Limited, Kolkata. | Member |
| 11. | Kshetra Mohan Ghosh, Instructor | ITI, Howrah Homes, West Bengal. | Member |
| 12. | Muktanand, Trg. Officer | RDAT (ER), Kolkata-64. | Member |
| 13. | Gautam Sardar, Director | National Institute of Hotel Management, Kolkata. | Member |
| 14. | Mrs. Mousami Panigrahi, Manager | SAPTAK Tour & Travels, Kolkata. | Member |
| 15. | Ganesh Sen, Manager | Sunita Tourist & Travels, Andaman & Nicobar Island, Kolkata. | Member |
| 16. | Pranabesh Maity, Officer | Life Insurance corporation of India, Kolkata. | Member |
| 17. | Soma Das (Talukdar) | RVTI (W), Kolkata | member |
| 18. | A.K.Mandal, ADT | ATI, Kolkata | Member |
| 19. | L.K.Mukherjee, DDT | CSTARI, EN-81, Salt Lake, Kolkata-91 | Member |
| 20. | S.B.Sardar, ADT | CSTARI, EN-81, Salt Lake, Kolkata-91 | Member |
| 21. | Nirmalya Nath, ADT | CSTARI, EN-81, Salt Lake, Kolkata-91 | Member |
| 22. | Sipra Das, ADT | CSTARI, EN-81, Salt Lake, Kolkata-91 | Member |
| 23. | R.N.Manna, T.O. | CSTARI, EN-81, Salt Lake, Kolkata-91 | Member |
| 24. | Hemant Kujur, D/Man | CSTARI, EN-81, Salt Lake, Kolkata-91 | Member |
| 25. | Pradip Biswas, D/Man | CSTARI, EN-81, Salt Lake, Kolkata-91 | Member |

List of members attended the Workshop to finalize the syllabi of existing CTS into Semester Pattern held from 6th to 10th May'2013 at CSTARI, Kolkata.

| Sl. No. | Name & Designation | Organisation | Remarks |
|---------|---|--|----------|
| 1. | R.N. Bandyopadhyaya, Director | CSTARI, Kolkata-91 | Chairman |
| 2. | K. L. Kuli, Joint Director of Training | CSTARI, Kolkata-91 | Member |
| 3. | K. Srinivasa Rao, Joint Director of Training | CSTARI, Kolkata-91 | Member |
| 4. | L.K. Mukherjee, Deputy Director of Training | CSTARI, Kolkata-91 | Member |
| 5. | Ashoke Rarhi, Deputy Director of Training | ATI-EPI, Dehradun | Member |
| 6. | N. Nath, Assistant Director of Training | CSTARI, Kolkata-91 | Member |
| 7. | S. Srinivasu, Assistant Director of Training | ATI-EPI, Hyderabad-13 | Member |
| 8. | Sharanappa, Assistant Director of Training | ATI-EPI, Hyderabad-13 | Member |
| 9. | Ramakrishne Gowda, Assistant Director of Training | FTI, Bangalore | Member |
| 10. | Goutam Das Modak, Assistant Director of Trg./Principal | RVTI, Kolkata-91 | Member |
| 11. | Venketesh. Ch. , Principal | Govt. ITI, Dollygunj, Andaman & Nicobar Island | Member |
| 12. | A.K. Ghate, Training Officer | ATI, Mumbai | Member |
| 13. | V.B. Zumbre, Training Officer | ATI, Mumbai | Member |
| 14. | P.M. Radhakrishna pillai, Training Officer | CTI, Chennai-32 | Member |
| 15. | A.Jayaraman, Training officer | CTI Chennai-32, | Member |
| 16. | S. Bandyopadhyay, Training Officer | ATI, Kanpur | Member |
| 17. | Suriya Kumari .K , Training Officer | RVTI, Kolkata-91 | Member |
| 18. | R.K. Bhattacharyya, Training Officer | RVTI, Trivandrum | Member |
| 19. | Vijay Kumar, Training Officer | ATI, Ludhiana | Member |
| 20. | Anil Kumar, Training Officer | ATI, Ludhiana | Member |
| 21. | Sunil M.K. Training Officer | ATI, Kolkata | Member |
| 22. | Devender, Training Officer | ATI, Kolkata | Member |
| 23. | R. N. Manna, Training Officer | CSTARI, Kolkata-91 | Member |
| 24. | Mrs. S. Das, Training Officer | CSTARI, Kolkata-91 | Member |
| 25. | Jyoti Balwani, Training Officer | RVTI, Kolkata-91 | Member |
| 26. | Pragna H. Ravat, Training Officer | RVTI, Kolkata-91 | Member |
| 27. | Sarbojit Neogi, Vocational Instructor | RVTI, Kolkata-91 | Member |
| 28. | Nilotpal Saha, Vocational Instructor | I.T.I., Berhampore, Murshidabad, (W.B.) | Member |
| 29. | Vijay Kumar, Data Entry Operator | RVTI, Kolkata-91 | Member |

GENERAL INFORMATION

1. **Name of the Trade** : CABIN / ROOM ATTENDANT
2. **NCO Code No.**
3. **Duration** : **6 Months** (1 semester)
4. **Power Norms** : 2 KW
5. **Space Norm** : 80 Sq. mtr
6. **Entry Qualification** : Passed 10th class examination
7. **Unit Strength** : 16 Trainees
8. **Instructor's/Trainer's Qualification** : (i) Graduate with relevant professional experience of 1 year
(ii) IATA / Diploma in Tourism with 2 yrs
9. **Desirable qualification** : Preference will be given to a candidate with Craft Instructor Certificate (CIC)

Note: Atleast one Instructor must have degree /Diploma in **Tourism**

**Syllabus for the Trade of “Cabin/Room Attendant” under CTS.
Duration : Six months**

First Semester

Semester Code : CRA:SEM I

| Week No. | Trade Practical | Trade Theory |
|----------------|---|---|
| 1&2 | <p><u>Basic Training</u> Able to perform the general behavior such as manner, attitude, etiquette , hospitality, Personnel and environmental hygiene. To demonstrate; Facial expression, gesture, posture and body language. Able to understand and analyse the psychology of a passenger/guest. To attain oral skill, appeasement skill and communication skill. Understand the importance of first appearance and non verbal communication. General concept of related trade.</p> | <p>To know about the general behavior. To know about the various ways of expression. Knowledge of psychology and related development. Knowledge about these skill. Knowledge of non verbal communication and appearance value. Audio-Visual Aid pertaining to demonstration of behaviour and to know correct and wrong way of facial expression to do a thing.</p> |
| 3 to 5 | <p><u>Trade Training General Rule:</u> Able to read and understand the passenger/guest amenities rule. Able to understand the importance of general safety rule for passenger/guest. Attain the ability to understand the Railway passenger/guest welfare rules. To understand and perform attending to other standing rule/instruction. To understand the different status of hotel and facilities provided per room. Reception norms trends and standing instruction for receiving the guest and providing the amenities as per the code of the hotel/different status of coaches. To understand the layout of hotel. To demonstrate the understanding of rule pertaining to AC coaches.</p> | <p>Knowledge of rule. Knowledge of safety rule. Knowledge of this rule. Knowledge about standing rule and instruction. Knowledge of different status of hotels. Knowledge about code of conduct, reception norms and standing/general instruction. Knowledge about the layout of hotel. Theoretical Knowledge of rule pertaining to AC conditioning coaches.</p> |
| 6 | <p><u>Hazards and Prevention understanding:</u> Able to understand the various risk and hazards detrimental to passenger/guest safety. Attain the practical ability to understand the various kind of fire hazards which are fatal to passenger/guest.</p> | <p>Knowledge of risk and hazards. Knowledge of fire hazards and its type. Knowledge about type and functioning of various kind of fire extinguisher.</p> |

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| <p>Contd. 6</p> | <p>Practical experiences about functioning of various kind of fire extinguisher Able to use the fire extinguisher kept in the coach/hotel in case of emergency. Able to understand the type of fire and use of corresponding fire extinguisher and its alternative in case of emergency. To understand the building safety rule pertaining to hotel. Ability to operate the emergency exist, fire alarm and fire safety s/w in emergency.</p> <p>To demonstrate the understanding of electric fire and its causes due to working of high voltage in AC coaches under restricted space available.</p> | <p>Knowledge about operating procedure of fire extinguisher. Knowledge about type of fire and use of fire extinguisher for particular fire and its alternatives. Knowledge of building safety rule.</p> <p>Knowledge about location of emergency exist, fire alarm and safety s/w their operation and related safety. Knowledge about the electric fire and its causes due to working of high voltage in AC coaches. Audio-Visual knowledge and showing of type of fires its causes and prevention.</p> |
| <p>7 to 10</p> | <p><u>Demonstration of attendant service:</u> Able to distribute; Blanket, pillow with cover, towel and bed sheet as per berth No./rooms. Ability to find out the destination of passenger/guest as per berth and to keep a record of passenger/guest destination. Able to collect the all items given to passenger just before 15 minutes reaching to destination. Able to make bed ready by properly laying the bed sheet, pillow and towel. Able to provide the items including meals, tea, eatables and other amenities as per requirement or requisition of Passenger/guest. To demonstrate the Audio Visual show pertaining to the attendant service.</p> | <p>Knowledge about these item and procedure of distribution.</p> <p>Knowledge of destination of passenger/guest.</p> <p>Knowledge about process of collecting the distributed items.</p> <p>Knowledge of laying of bed sheet and towel.</p> <p>Knowledge about meal times and varieties of meal prepared in the hotel or out side the hotel. To know about the distribution of blanket to authorise passenger.</p> |
| <p>11</p> | <p><u>Understanding of Railway Route:</u> Able to find out the starting and terminating destination of particular trains Able to identify the halting station en route of journey. Ability to find out the arrival and departure time and late running time(if so), for major halting station en route to journey. Ability to find out the running time of train from railway time table Ability to find out the departure time of the Guest/passenger.</p> | <p>Knowledge of starting and terminating station.</p> <p>Knowledge about halting station.</p> <p>Knowledge about arrival and departure time of major halting station.</p> <p>Knowledge about reading of railway time table.</p> <p>Knowledge about the departure time of the Guest</p> |

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| <p>12 to 15</p> | <p><u>Demonstration of customer service:</u> Establish rapport with catering and A.C. maintenance staff. Able to demonstrate the positive response to the different query of the passengers/guest. Able to supply the passenger/guest demand within shortest possible time.</p> <p>Understand and demonstrate the behaviour amicably to reply even the intricate queries. Demonstrate the reputation to refrain from ambiguous discussion with passenger /Guest . Ability to evade, drinking, eating, smoking with passenger/guest.</p> <p>Crisis management demonstration and activation during incidents/accidents. Able to maintain decency while conversation and avoid creating close contact with any passenger/guest.</p> <p>Attain generous gesture and never demonstrate arrogant or angry attitude to passenger /Guest</p> <p>Ability to understand the motto “ Serve with smile” and perform the service to the satisfaction of passenger/guest.</p> <p>Able to provide the items including meals, tea, eatables and other amenities as per requirement or requisition of the Guest. To understand the Air conditioning system of AC coaches and its regulation of temperature and humidity as per the requirement of the passenger.</p> <p>To understand the ability to take the order and in cash the bill from the guest.</p> | <p>Knowledge about catering and Knowledge about responses to the query of passenger/guest.</p> <p>Knowledge of expected passenger/guest demands.</p> <p>Knowledge to avert intricate query. Knowledge to avoid ambiguous discussion.</p> <p>Knowledge of remains away from smoking, eating or drinking with passenger/guest.</p> <p>Knowledge about the crisis management during accident/incident. Knowledge of maintaining decency with passenger/guest.</p> <p>Knowledge about performing the generous gesture.</p> <p>Knowledge about the importance of passenger satisfactory service.</p> <p>Knowledge about meal times and varieties of meal prepared in the hotel or outside the hotel within the near vicinity.</p> <p>Knowledge about the Air conditioning system of AC coaches and its regulation of temperature and humidity as per the requirement of the passenger.</p> <p>Knowledge to take the order and in cash the bill from the guest.</p> |
| <p>16 & 17</p> | <p><u>Understanding the house keeping procedure:-</u> Able to perform the folding with correct layers of blanket, towel, pillow cover and bed sheets. Able to understand the hygienic use of these items. Attain the ability to keep the items in proper</p> | <p>Knowledge about folding procedure with proper layer.</p> <p>Knowledge about hygienic use of these items.</p> |

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| | <p>manner and separately as per each item.</p> <p>Able to perform the segregation as per house keeping system to maintain the long life of each item.</p> <p>Able to perform systematic arrangement of item in cup board.</p> <p>Able to understand the house keeping system that a place for each item and each item should be kept at the same place.</p> <p>To understand the passenger requirement pertaining to water necessity and cleaning of toilet.</p> | <p>Knowledge about proper house keeping as the different item wise.</p> <p>Knowledge of segregation procedure to ensure the long life of the items.</p> <p>Knowledge about systematic arrangement in the cup board.</p> <p>Knowledge of house keeping.</p> <p>Knowledge about the passenger requirement pertaining to water necessity and cleaning procedure of toilet.</p> |
| 18 | <p><u>Understanding of first aid Medicine :</u></p> <p>Able to identify the name of various medicine kept in the first aid box.</p> <p>Application and amount of use of Tincher and bandage kept in box.</p> <p>Understand the expiry date of the medicine.</p> <p>Able to understand and perform the replacement of medicine and Tincher as and when required.</p> <p>Able to identify the various location where first aid box kept in hotel/coaches.</p> | <p>Knowledge about the medicine kept in first aid box.</p> <p>Knowledge about use of Tincher and bandage kept in box.</p> <p>Knowledge about expiry date of medicine.</p> <p>Knowledge about replacement of medicine.</p> <p>Knowledge of location for keeping first aid box.</p> |
| 19 & 20 | <p><u>Record filing:</u></p> <p>Able to keep the record.</p> <p>Able to maintain distribution list.</p> <p>Able to prepare the balance sheet of items.</p> <p>Able to keep the record of item distributed as per the berth and destination of passenger / guest.</p> <p>Able to understand the maintenance of AC Log Book.</p> <p>Able to maintain the record of various maintenance activities carried out on the train en-route.</p> | <p>Knowledge of record.</p> <p>Knowledge of distribution list.</p> <p>Knowledge of balance sheet prepare.</p> <p>Knowledge of distributor list.</p> <p>Knowledge about the maintenance of AC Log Book.</p> <p>Knowledge about the record of various maintenance activities carried out on the train en-route.</p> |
| 21 to 24 | <p><u>Skill Attainment Practice:</u></p> <p>To undergo specific skill acquiring training related to AC coaches, hotels, hospitals and other private attendant services.</p> | ----- |
| 25 | Revision | |
| 26 | Examination | |

TRADE: Cabin/Room Attendant
LIST OF TOOLS & EQUIPMENT
A. TRAINEES TOOL KIT FOR 16 TRAINEES

| Sl.No. | Item | Qty. |
|--------|--|--------------|
| 1. | Blanket | 2 nos. |
| 2. | Bed Sheet | 4 nos. |
| 3. | Pillow with its Cover | 2 nos. |
| 4. | Compartmental Tray | 2 nos. |
| 5. | Waste bin | 1 no. |
| 6. | Salver (round tray used in hotel) | 4 nos. |
| 7. | Cruet set | 2 nos. |
| 8. | Ash Tray | 2 nos. |
| 9. | Butter Dish | 2 nos. |
| 10. | Water Tumbler | 12 nos. |
| 11. | All purpose Knife & Fork | 12 nos. each |
| 12. | Dessert and service spoon | 12 nos. each |
| 13. | Service Fork | 8 nos. |
| 14. | Tea Cup and Sauces | 6 nos. |
| 15. | Tea Pot/Coffee Pot | 2 nos. |
| 16. | Milk Pot | 2 nos. |
| 17. | Sugar Pot | 2 nos. |
| 18. | Sugar tongs | 2 nos. |
| 19. | Thermos Flasks 1 litre and half litre | 2 nos. each |
| 20. | Serviette (guest napkin) cloth | 12 nos. |
| 21. | Waiter's Cloth | 4 nos. |
| 22. | Dining Table & Baize (3 ft. x 3 ft.) | 2 nos. |
| 23. | Dining Chair | 8 nos. |
| 24. | Table Cloth | 4 nos. |
| 25. | Side Board | 1 no. |
| 26. | Almirah standard | 1 no. |
| 27. | Map (Railway) | 1 no. |
| 28* | VCR,TV, Computer,OHP | 1 no. |
| | * If item no.28 are already available then need not be require dseperately | |