**Course details**

**Waiter-cum-Houseman Course**

**(Six weeks)**

**THEORY COMPONENT**

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| S.No. | Topic – Food & Beverage Service |
|  | Pride in Nation |
|  | Tourism & You |
|  | Etiquettes Basic Conservation |
|  | Identification and use of Tolls and Equipment |
|  | Techniques and principals of cleaning |
|  | Personal Hygiene |
|  | Food Handling and hygiene |
|  | Safety and precautions |
|  | Food & Beverage Terminology |
|  |  |
|  | **Topic - Housekeeping** |
|  | Types of Rooms |
|  | Types of cleaning agents and their use |
|  | Cleaning Agents and their storage |
|  | Stock taking |

Course details

Waiter Course -06 weeks

PRACTICAL COMPONENT

|  |  |
| --- | --- |
| S.No. | Topic – Food & Beverage Service |
|  | Cleaning the restaurant |
|  | Setting up and preparing for service |
|  | Use of Tray |
|  | Care and maintenance (crockery, cutlery, hollowware and equipment) |
|  | Laying of table |
|  | Laying of covers |
|  | Preparing sideboard for service |
|  | Napkin folding |
|  | Use of service cloth |
|  | Receiving and seating guests |
|  | Types of menus |
|  | Taking an order |
|  | Placing an order in the kitchen / in the bar |
|  | Service of common beverages |
|  | Service of common food items |
|  | Clearing and crumbing of table |
|  | Presentation of Bill and settlement of payment |
|  | Closing of restaurant |
|  |  |
|  | **Topic - Housekeeping** |
|  | Cleaning of Guest Room |
|  | Cleaning of Bathroom |
|  | Bed making |
|  | Cleaning of surfaces (furniture, fixture and floor) |
|  | Carpet cleaning and shampooing |
|  | Water and energy conservation |
|  | Waster disposal |

**Training Module for Hospitality Training Programme in Food Production**

**Duration 8 weeks**

Theory classes : 1 hour per day

Demo/Preparation : 2 hours per day for next day

Practical classes : 4 hours per day

KNOWLEDGE

|  |
| --- |
| **Understanding the Industry**   * Hotels * Various types of catering establishments * Different types of kitchens * Kitchen organization * Your place in kitchen |
| **Personal Hygiene for Food handlers**   * Your appearance & uniform * How to wash hands correctly * How to develop a daily personal hygiene routine * How to handle equipment and utensils |
| **Basic Hygiene**   * Ten main reasons for food poisoning * To protect food from contamination * General rules for food handlers * Prevailing food standards in India, food adulteration as a public health hazard. |
| **Cleaning the Kitchen and equipment and preparing for work**   * Identification of kitchen equipments * Various food pans & cooking equipments * Cleaning Floors / Work surface / ventilators / Refrigerators and Deep Freezers * Cleaning Dish Room * Pot / Container wash up * Still Room * Kitchen Rules   **Skill**   * Describe the correct methods of cleaning the kitchen equipments * Explain how to clean the kitchen correctly * Describe how the working area is prepared for work |
| **Knife Skills**   * Peeling and paring with Knives * Vegetable cuts & Fruit cuts * Use of Chopping boards / Cutting pads * Care of Knives * Explain and observe safety rules concerning knife * Describe the use of various types of knifes * Name & explain various types of vegetables & fruit cuts |
| **Washing and Blanching Food**   * Soaking food items * Washing * Disinfecting * Blanching * Rinsing |
| **Vegetables and Spices**   * Identification of Vegetables * Standard quality of vegetables * Spices and herbs used in Indian cuisine |
| **Garbage Disposal**   * Different methods * Advantages & disadvantages |
| **Handling Complaints**   * Facts on complaints * Why do customers complain * Customers expectations in lodging a complaint * Complaints are sales opportunities |
| **Basic First -Aid**   * Demonstration of first aid techniques preferably by St.John Ambulance * First of wounds.scars & minor injuries |
| **Egg**   * Breakfast Egg Preparation * Egg fry (single / double) * Boiled egg * Omellette stuffed scrambled eg/ Bhurji |
| **Snacks**   * Regional snacks including samosa, pakora, idli, dosa, dhokla, noodles etc. |
| **Soup**   * Reparation of tomato, vegetable, chicken & three regional soups |
| **Salads and Sandwiches**   * Preparation of simple salads and sandwiches |
| **Preparation of**   * Chutney, Raita & Indian Marinades |
| **Preparation of**   * Rice and Pulses ( Atleast four items each) |
| **Vegetable Cookery**   * Different vegetables preparations * Effect of heat on different vegetables |
| **Basic preparation of**   * Meat, chicken and fish for Indian kitchen (cuts, joints, portion)   **Poultry – Mutton – Fish Curry**   * Basis preparation as per regional specialties |
| **Flour**   * Kneading of flour preparation of :   **Indian Bread**   * Roti * Poories * Naan * Phulka * Paranthas * Kulchas etc |
| **Indian Sweets**   * Preparation of sweet dishes ( at least four) |
| **Beverages**   * Preparation of Tea, Coffee, Lassi etc. |
| **Preparation of Regional popular items and practice**  **(Approx. 12 – 15 items)** |

IMPORTANT: Each popular regional item must be practiced repeatedly to ensure proficiency.