**Course details**

**Waiter-cum-Houseman Course**

**(Six weeks)**

**THEORY COMPONENT**

|  |  |
| --- | --- |
| 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.