

Course Details
Waiter-cum-Houseman Course
(Six weeks)
THEORY COMPONENT

S.No.	Topic – Food & Beverage Service
1	Pride in Nation
2	Tourism & You
3	Etiquettes & Basic Conservation
4	Identification and use of Tools and Equipment
5	Techniques and principals of cleaning
6	Personal Hygiene
7	Food Handling and hygiene
8	Safety and precautions
9	Food & Beverage Terminology
	Topic – Housekeeping
1	Types of Rooms
2	Types of cleaning agents and their use
3	Cleaning Agents and their storage
4	Stock taking

Course Details

Waiters Course 06 weeks PRACTICAL COMPONENT

S.No.	Topic – Food & Beverage Service
1	Cleaning the restaurant
2	Setting up and preparing for service
3	Use of Tray
4	Care and maintenance (crookery, cutlery, hollowware and equipment)
5	Laying of table
6	Laying of covers
7	Preparing sideboard for service
8	Napkin folding
9	Use of service cloth
10	Receiving and seating guests
11	Types of menus
12	Taking an order
13	Placing an order in the kitchen / in the bar
14	Service of common food items
15	Service of common beverages
16	Clearing and crumbing of table
17	Presentation of Bill and settlement of payment
18	Closing of restaurant

Topic – Housekeeping	
1	Cleaning of Guest Room
2	Cleaning of Bath Room
3	Bed making
4	Cleaning of surfaces (furniture, fixture and floor)
5	Carpet cleaning and shampooing
6	Water and energy conservation
7	Waste disposal

Training Module for Hospitality Training Programme in

Food Production

Duration 8 weeks

KNOWLEDGE

Understanding the Industry

- Hotels
- Various types of catering establishments
- Different types of kitchens
- Kitchen organisation
- 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 knives
- 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
- Omlette stuffed

Scrambled egg / Bhurji

Snacks

- Regional snacks including samosa, pakora, idli, dosa, dhokla, noodles etc.

Soup

- Preparation 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 PREPARATIONS OF

- Cuts of Meat, chicken and fish for Indian kitchen

Poultry – Mutton – Fish Curry

Basis preparation as per regional specialities

Flour

- Kneading of flour, preparation of :

Indian Bread

- Roti
- Poories
- Naan,
- Phulka
- Paranthas
- Kulchas etc

Indian Sweets

- Preparation of regional sweet dishes (Atleast four)

Beverages

- Preparation of Tea, Coffee, Lassi etc.

Preparation of Regional popular items and Practice (Approx. 12 -15 items)