

# SKVV : SYLLABUS FOR TRADE IN VOCATION TRAINING CERTIFICATE PROGRAM

**DURATION: SIX MONTHS      TRADE : CATERING & HOSPITALITY ASSISTANT**

First Semester

## PART 1 – FOOD & BEVERAGE SERVICES

Course code no.	Practical	Theory
VTC CHA-101	Visit to near by. Hotel Industries and familiar with various types of outlets and types of meals (Coffee shop, snack bar, room service etc.) Contribution of Food and beverage in these outlets (including revenue production) Classification of Food and Beverage operation (a) Commercial (b) Welfare.	Introduction to the Hotel Industry and growth of Hotel Industry in India Types of outlets and types of meals (coffee shop, snack bar, room service etc) Contributions of Food and beverage in these outlets (including revenue production) Classification of Food and Beverage Operation (a) Commercial (b) Welfare
VTC CHA-102	Profile, Dress Codes and Attributes of a Waiter	Hierarchy in different outlets., Duties and Responsibilities of staff in different outlets. Staff etiquette and -attributes of a good waiter. Inter-department relationship.
VTC CHA-103	Familiarization and Classification of Equipment, Glassware Table ware, Cutlery and Crockery, Other Equipments. Introduction to Equipments and Infrastructure: Glassware, Crockery, Cutlery, and Ancillary Installation.	familiarization and Classification of Equipment. . Glassware, Table ware, Cutlery and Crockery and other Equipments:
VTC CHA-104	Introduction to the various Ancillary Section.	Pantry/Stillroom. Food Pickup areas Stores Linen Room Kitchen Stewarding Silver Room.

## Part-2 :- ACCOMODATION OPERATION /HOUSE KEEPING

Course code no.	Practical	Theory
VTC CHA-105	Introduction — Basic Knowledge about Institute House Keeping, Institutional Culture and ability. Personal development; personality, leadership, communication. Familiarize with the institutional House Keeping and its importance. Type of work done in this field and tools add equipment uses. Introduction to safety equipment arid their uses.	Art of the house keeping and types of work done in the field of institution house keeping. Importance about safety and precaution to be observed while handling the cleaning equipment and using of cleaning materials.
VTC CHA-106	Basic House Keeping Vocabulary	Importance and role of House Keeping in a Hotel. Areas for Housekeeping.
VTC CHA-107	Sweeping/Moping/Wiping/Dusting/Buffering/Washing	Staffing of the House Keeping department in Hotels: Small/Medium/Large. Personality Traits of House Keeping Staff. Duties and Responsibilities of Housekeeping Staff. Rules on .a guest Floor Work Routine House Keeping Desk Control CoOrdination of House Keeping with other department.
VTC CHA-108	Use of Cleaning Agents for Various Surfaces.	Classification of Cleaning Agents Selection of Cleaning Agents. Uses, Care, and Storage of Cleaning Agents. Distribution and Control of Cleaning Agents.
VTC CHA-109	Cleaning by using various Brooms/Brushes/Vacuum Cleaner etc.	Types of Cleaning Equipment Manual equipment for Cleaning . Uses and Care of Cleaning Equipment.

	<p>Routine Cleaning by use of detergents and cleaning Equipments.</p> <p>Practice of Periodical Cleaning</p>	<p>Hygiene and Safe cleaning. General principles of Cleaning.</p> <p>Weekly Cleaning /Spring —cleaning Special Cleaning Tasks. Schedule and Record Keeping of Cleaning.</p>
VTC CHA-110	Bed Making Cleaning of Guest rooms Maintenance of indoor plants and flower arrangements. Make simple flower arrangement, spray plants, care-water, and exposure to sun, manuring and placement.'	Rules to be followed when on a guest floor Procedures Followed When Cleaning a Check out/Occupied/Vacant room Evening Service Second Service Bed making Daily routine systems followed in the House keeping department. Basic knowledge of flowers indoor plants and their care flower arrangements types and style adequate display.

### Part-3 :- FRONT OFFICE

Course code no.	Practical	Theory
VTC CHA-111	Evolution of the Hospitality industry Classification of Hotels. Departmental Classification of Hotels Functions of Major departments organization chart of Hotels: Large/Medium/Small Organization chart of the Front Office. Department for Large/Medium/and Small Hotel. - Grooming Do's and Don'ts at the Front Office Desk	Evolution of the Hospitality Industry. Classification of Hotels •. Departmental Classification of Hotels Functions of Major departments . Organization chart of Hotels : large/Medium/Small. Organization chart of the Front Office . Department for Large/Medium and Small Hotel. Section and general layout of the front office department and equipment used. General duties and responsibilities of the front office staff. Personality traits of the Front Office Staff.
VTC CHA-112	Collection and study of Hotel Brochure and to study them. .	Different types of Room rates (Rack/F.I.T./Crew/Group) Discount Offered and Packages. • Food Plans. Use of Brochure and Tariff Cards. Importance and Basic Functions Types of Calls. Telephone Manners.' Rules of the House (Guidelines to a Guest) Inter-Departmental Co-Ordination. House Keeping, Room Services. Laundry, Mini Bar'.
VTC CHA-113	Dealing with Reservation	Importance of the Guest Cycle, Modes and Sources, Procedures for making reservation/reservation activities. Guaranteed/ Non Guaranteed reservation. Overbooking, Cancellation and Amendments. Manual reservation system used in the form of booking diary, booking charts etc, Whitney system. Computerized system. Reservation network system affiliated / non-affiliated centralized . reservation system. Terminology of reservation.

### Part-4:-FOOD PRODUCTION

Course code no.	Practical	Theory
VTC CHA-114	History of Cookery Origins of Modern Cookery Levels of Skill Attitude and Behavior in the Kitchen Kitchen Uniforms Safety procedures for handling Equipments.	History of Cookery. Origins of Modern Cookery. Levels of Skill Attitude and Behavior in the Kitchen Kitchen Uniforms Safety Procedures for handling Equipments.
VTC CHA-115	Classical Brigade Kitchen Staffing in various Category Hotels. Duties and responsibilities of Executive Chef and Various Chefs. Inter departmental Co-ordination.	Classical Brigade Deployment procedure for Kitchen Staffing in various Category Hotels. Duties and responsibilities of Executive Chef and Various Chefs departmental coordination.
VTC CHA-116	Use of Kitchen Equipment, Tools Utensils and Cleaning. LPG Stove/Cooking range, Operation of oven set the temperature as per	Tools and utensils used in the Kitchen. Elementary of. Kitchen Gadgets, Introduction to Hygiene and Healthy Living, Importance of proper ventilation and lighting and

	requirement, Electric Toaster , Mixer/Grinder Care and Cleaning or Mixer Grinder, Food Processor and Water Purifiers etc care and maintenance.	sanitation, Safety precaution and Identifying and preventing hygiene risks for self and others Explanation of all the common culinary terms with examples.
VTC CHA-117	Cooking of Various Vegetables, Pulses, Condiments, Spices all incorporated or fused into a dish.	Aims and objectives of cooking Food. Classification of Raw Materials according to their function various texture.
VTC CHA-118	Methods of Cooking Food.	Preparations of ingredients. Methods of Mixing Foods. Methods of Cooking Food-Roasting, baking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching and Peeling.
VTC CHA-119	Identification, Classification, Cuts of Vegetable and Fruits, Methods of Cooking Vegetables as per their Colour. . Preparation Of Egg as per the various methods (Poach, Boil, Fried, Scramble) Preparation of Various Egg Dishes.	Introduction and Classification Cuts of Vegetables. Classification and uses of Fruits in Cookery. Introduction and Selection. Methods of Cooking and uses of Egg in Cookery.
VTC CHA-120	Project work / Industrial visit (optional)	

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DURATION: SIX MONTHS

TRADE : CATERING & HOSPITALITY ASSISTANT

Second Semester

## PART 1 – FOO & BEVERAGE SERVICES

Course code no.	Practical	Theory
VTC CHA-201	Menu Planning Demonstrate the following Origin of Menu Types of Menu- A La Carte and Table de Hotel Principles of Menu Planning. Menu Compilation French Classical Menu General Accompaniments.	Origin of Menu Types of Menu- A la carte and Table de Hote Principles of Menu planning. Menu Compilation French Classical Menu General Accompaniments.
VTC CHA-202	Laying and relaying of Table Covers Laying an A la Carte cover Water Service Etiquette towards Guests Service ( non Alcoholic Beverages Buffet Set up Course wise service of Food Pre Plated service Crumbing of the table Different methods of clearance: Course Wise etc. French classical Service.	Mise-en-place Mise-en –scene Silver Service American/English/French/Russian
VTC CHA-203	Systems of Order Taking Taking of Guest order Handling Guest Complaints and Grievances (f4m4icr) Kitchen Order taking Bar Order Taking.	Systems of Order Taking
		Theory  Procedure for kitchen order taking and Bar Order taking.
VTC CHA-204	Service of Continental Breakfast Service of English Breakfast Breakfast tray set up Procedure for Tea Service. Billing Procedures.	Introduction and Definition. Types English/Continental/American/ Indian etc. Brunch- Compilation of each Menu. Types of Tea Service- Afternoon Tea and High Tea Sandwiches- Types of sandwiches and service of sandwiches. Compilation of tea Menu. Billing Procedures Cash Credit A/c

## Part-2 :- ACCOMODATION OPERATION /HOUSE KEEPING

Course code no.	Practical	Theory
VTC CHA-205	Waste Management (Basic Concept Supervise office waste disposal- Collection, Transportation and disposal etc.	Introduction of waste, Classification of waste such as solid, liquid, papers etc. Source and generation of waste. Principles of collection of waste and precaution. Transportation methods of different types of waste.
VTC CHA-206	Cleaning and Polishing of Metal and Non Metal items. Organizing and use of Maids Trolley for room cleaning.	Cleaning of Glass Surfaces. Wood and Allied Surfaces Metals- Copper/Brass/Silver/Aluminum and Steel. Leather/Rexene/Plastic and Ceramics. Location Lay out

		and essential features Organizing a Maids trolley Records Maintained: Checklist/Occupancy list/Floor register.
VTC CHA-207	Familiarizing with Guest room Supplies and Amenities. Drawing and Familiarizing with formats of Lost and Found Familiarization with types of keys (Computerized etc.)	Standard Supplies Regular Supplies V.I.P. and V.V.I.P. Standard Contents. Procedures followed for lost and found items. Registers and records maintained. Knowledge of different types of keys Key control.
VTC CHA-208	Use of Insecticide/Pesticide for Control of Pests in the Institute.	Importance of pest control Categories of Pests Control of Pests. Different Pesticides/Insecticides. Used.
VTC CHA-209	Maintenance of indoor plants and flower arrangements. Make simple flower arrangement, spray plants, care- water, and exposure to sun, maturing and placement.	Basic knowledge of flowers indoor plants and their care flower arrangements types and style adequate display.

### Part-3 :- FRONT OFFICE

Course code no.	Practical	Theory
VTC CHA-210	INTERNET OPERATION SKILL — Networking concept, LAN, WAN, Services on Internet Websites (WWW) E-Mails, Voice Mails, and Browser and search engines. Searching Downloading, Printing, Saving portion of web page. E-Mail addressing, inbox; outbox viewing, sending and saving mails. Sending same mails to various users (multi-address) sending attachment and enclosures. Web	Networking and Internet Communication Concept.
VTC CHA-211	CUSTOMERS CARE SKILLS Communicating clearly with smile avoiding jargon and slang, greeting early asking permission to hold respecting customer on hold, explaining transferring, offering service, building relationship by personal preference. (Using Microteaching and video recording and Role play)	CUSTOMER'S CARE SKILLS.
VTC CHA-212	Preparing for guest arrival, Registration of guest and allotment of room. Preparing for guest checkout, Billing etc.,	Arrival stage, Registration and reception. Receiving of a Guest; Handling . Registration and Arrival Procedure of Various categories of guests. Notification of guest arrival, Criteria for taking advance. Departure Notifications, Task Performed at the bell desk and Front Office cashier. Express Checkout procedure, Late Checkout and Charges.
VTC CHA-213	Practicing . and Handling of situations Handling of Guest Complaints (Mock)	Dealing with emergencies and situations in the Front Office. Handling Guest Complaints.

### Part-4 :-FOOD PRODUCTION

Course code no.	Practical	Theory
VTC CHA-214	Identification and classification of Fish cuts.	Introduction to Fish Mongery Selection of Fish, Shellfish, Cuts of Fish. Cooking of Fish Local names of Finfish/local names of Shellfish.
VTC CHA-215	Demonstration of cuts of Lamb/Mutton, Cuts of Preparation , Chicken Single Dishes.	Introduction to Meat Cookery Cuts of Lamb/Mutton , Selection and uses of its cuts. Cuts of poultry, Selection and uses of cuts.
VTC CHA-216	Demo of White Stock, Brown Stock,. Fish Stock Preparation of Basic Soups.	Definition of stock, Classification and preparation of stock. Storage, Uses and care. ' Seven Rules of Stock Making.
VTC CHA-217	Preparation of Mother . Sauces and 2-3 Derivations of each.	Classification of soups with Examples (Cream Soups/Puree Soups/Veloute/Chowder/consomme National Soups. Classification of Sauces/Composition

		Recipes of Mother Sauces Derivatives.
VTC CHA-218	Preparation of various alcoholic and non alcoholic beverage .	Classification of beverage/ composition recipes of various beverages, Mock tails and cock tails