

**MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION, NUMBAI – 51**

1	Name Of Course	Certificate Course In Home Management (W.E.F.2018-19)																																																													
2	Course Code	415204																																																													
3	Max. No. Of Students per Batch	25 Students																																																													
4	Duration	1 YEAR																																																													
5	Type	Part Time																																																													
6	No Of Days/Week	6 Days																																																													
7	No Of Hours/Week	7 Hrs																																																													
8	Space Required	Space Requirement for 2 Batches of 25 Trainees each. Practical Lab = 400 Sq Ft. (Hospitality and Nursing Asst) 400 Sq Ft (Cook – General) Class Room = 200 Sq Ft Office Area = 200 Sq Ft TOTAL = 1200 Sq Ft.																																																													
9	Minimum Entry Qualification	8 <sup>th</sup> Pass																																																													
10	Objective Of Course	To equip the unorganized, unemployed mass of dropouts with a skill set, to make them fully employable as “Domestic Home Minders”.																																																													
11	Employment Opportunities	Opportunities to work as a Multi Skilled Domestic Home Minder.																																																													
12	Teacher’s Qualification	1. <b>SOFT AND EMPLOYABILITY SKILLS</b> Any Graduate AND Must have studied English/Communication Skills and Basic Computer at 12th /Diploma level and above 2. <b>HOSPITALITY MANAGEMENT</b> Diploma in Hotel Management /Catering Technology Or Diploma in Hotel Operations Or Diploma in Hospitality management 3. <b>NURSING ASSISTANT</b> Auxiliary Nursing Midwifery (ANM) 4. <b>DRIVING TECHINQUES</b> Professional Driver																																																													
13	Training System	<table><tr><th colspan="4">Training System Per Week</th></tr><tr><th>Theory</th><th>Practical</th><th colspan="2">Total</th></tr><tr><td>6 Hours</td><td>18 Hours</td><td colspan="2">24 Hours</td></tr></table>						Training System Per Week				Theory	Practical	Total		6 Hours	18 Hours	24 Hours																																													
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## SOFT AND EMPLOYABILITY SKILLS (TH- I)

### A. Soft and Entrepreneurship Skills

Sr. No.	Contents
	<b>Development of Competency/ Proficiency in English /Vernacular-15 Hrs.</b>
1	<b>Development of competency/Proficiency in English/ vernacular. (Hindi/regional Language Practice on</b> <ul style="list-style-type: none"> <li>● Oral /spoken communication skill &amp; testing clarity, voice modulation.</li> <li>● Feedback &amp; questioning technique:</li> <li>● Objectiveness in argument (Both one to one and in groups)</li> <li>● Development of Etiquette and manners</li> </ul> Study of different pictorial expression of non-verbal communication and its analysis
	<b>Effective Communication -10 Hrs.</b>
2	<b>Concept of Effective communication</b> <ul style="list-style-type: none"> <li>● Components of Effective communication –Conviction, confidence &amp; enthusiasm, Listening</li> <li>● Communication Process &amp; Handling them</li> <li>● KISS (keep it short &amp; simple) in communication-composing effective messages</li> <li>● Barriers in communication –Int. &amp; Ext Barriers:- Intrinsic Motivation, Perception, Language, Fear Power of speech, how to overcome the barriers in communication etc.</li> <li>● Listening –its importance, Good and bad listening</li> <li>● Non –Verbal Communication –its importance and Nuances :- Facial Expression, Posture, Gesture, eye contact, Appearance (Dress Code)</li> </ul>
	<b>Self &amp; time Management -10 HRs.</b>
3	<b>Self Management</b> <ul style="list-style-type: none"> <li>● Self Evaluation ●Self discipline ●Self criticism● Recognition of one’s ownlimits and deficiencies ●Independency etc.● Thoughtful &amp; Responsible ● Self Awareness</li> <li>● Identifying one’sstrength and Weakness ● Planning &amp; Goal setting ● Managing Self-emotions, ego, pride.</li> </ul>
	<b>Time Management Techniques</b> <ul style="list-style-type: none"> <li>●Practice by game play and other learning</li> <li>●Methodology for achieving targets and getting it right first time</li> <li>●Time Management concept●Attendance, Discipline &amp; Punctuality</li> <li>● Act in time on commitment ●Quality/Productive time</li> </ul>
	<b>Motivation Techniques -05 Hrs.</b>
4	<b>Motivation/Inspiration</b> <ul style="list-style-type: none"> <li>● Ability to shape and direct working /process methods according to self defined criteria</li> <li>● Motivate customers ● Ability to think for oneself</li> <li>● Apply oneself to a task independently with self motivation.</li> </ul> <b>Motivation techniques</b>

	<ul style="list-style-type: none"> <li>● Motivation technique based on needs and field situation</li> <li>● Idealizing</li> </ul>
	<b>Interpersonal skill Development -05 Hrs.</b>
5	<b>Interpersonal skill Development</b> <ul style="list-style-type: none"> <li>● Positive Relationship ● Positive Attitudes ● Empathies : comprehend other opinions points of views, and face them with understanding ● Mutuality ● Trust</li> <li>● Emotional Bonding ● Handling situations ( Interview) Interpersonal Skill</li> <li>● Importance of interpersonal skill</li> </ul>
	<b>Computer Literacy -20 Hrs.</b>
6	<b>Computer Fundamentals</b> Customize the desktop Environment e.g. Desktop, Start Menu and Taskbar etc. configuring & Migrating Files, Folders & Setting-Folder Views, Accessibility Settings <b>MS-Word</b> Creating, Organizing & Formatting Content Collaborating –merge Insert, View, Edit, Track Mode etc. <b>Computer fundamentals, MS-Word &amp; Internet</b> Introduction to Computers History of Computers Components of Hardware Peripherals <b>Concept of Operating System</b> –Windows Explorer & configuring the Windows Desktop Environment –Customize the Desktop Start Menu, and Taskbar etc. Configuring & Migrating Files, Folders & <b>Settings- Folder Views, Accessibility settings</b> Features of Windows Understanding concepts of Word Processing using MS-Word Understanding concepts of Electronic spreadsheet and various types of entries in it.
	<b>Internet Concepts</b> Opening Websites and downloading data Writing , reading and sending emails <b>Understanding concepts of URL</b> Creating and Opening an E-Mail account Receiving and sending emails Searching information on internet.
	<b>Life Skills -05 Hrs. (Theory)</b>
7.	<ul style="list-style-type: none"> <li>● Knows how to use technology to communicate safely and effectively.</li> <li>● Knows and understands the concept of community.</li> <li>● Knows how to access community resources in case of emergency.</li> <li>● Knows how to obtain copies of personal documents.</li> <li>● Know how to book train ticket , Bus Ticket and Air Ticket.</li> <li>● Knows how to get a driver's license.</li> </ul>

	<b>Entrepreneurship-20 Hrs. (Theory)</b>
8.	<p><b>Define the term Entrepreneurship</b> Definition of entrepreneurship from different perspectives.</p> <p><b>Outline the importance of entrepreneurship</b> Enhances creativity and innovation builds self confidence in people serves as a tool for nation building serves as the engine of growth for the nation's economy</p> <p><b>Explain the reasons why entrepreneurship should be developed in a country</b> Reasons include : employment generation increased national production re-investing national resources harnessing youth vigor</p> <p><b>Describe who an entrepreneur is and who a business person is</b> An entrepreneur refers to one who undertakes to organize and manage resources and assumes the risk of a business to come out with goods and services.</p> <p><b>State the characteristics of an entrepreneur</b> Characteristics of the entrepreneurs Risk taking, Need to achieve Innovation and creativity, Opportunity, Orientation</p> <p><b>Explain the factors that affect the development of entrepreneurship</b> Factors that affect the development of entrepreneurial spirit in people i) Environment(Immediate family and friends), community, national, international ii) Financialiii) Displacement, etc.</p> <p><b>The role of the</b> i)Government ii) Societyiii) Families and friends iv) Other stakeholders for example financial institutions play in the development of entrepreneurship in the Country.</p> <p><b>Define employment</b> Employment is working to earn a living , payment could be in the form of wages or salaries depending on the nature of work Describe the types of employment Types of employment i)Wage employment ii) Self employment</p> <p><b>State the advantage and disadvantage of wage and self employment</b> Types and characteristic of wage employment and self employment</p> <p><b>Outline the reasons why people go into wage or self employment persists</b>  <ul style="list-style-type: none"> <li>• Self employment • Regain lost image • Exercise control over business</li> <li>• Become a boss • Wage employment • Assured income • Commitment may be less</li> </ul> </p> <p><b>Define small business</b> Small business are defined based on the number of people and the capital employed</p> <p><b>State the characteristics of small business</b> Characteristics of small businesses:- Labour intensive Small capital outlay, etc.</p> <p><b>List the areas of small operation</b> Areas: Trading , Catering Etc.</p> <p><b>Outline the role of small businesses</b> The role that small businesses play in the country. They form the: Nursery for other entrepreneurs, technical base for economic development, platform for mobilizing resources for economic development, etc.</p>

	<p><b>Explain the challenges/problems facing small businesses</b>  Challenges/problems facing small businesses include:  • Financing • Access to markets • Government policies  • Inadequate managerial skills</p> <p><b>Define the business environment</b>  Definition of the terms:  • Business • Environment • Business environment</p> <p><b>Business development service providers in India</b>  DIC, MSME, NSIC, SIDCO, Financial Institutions and Banks</p> <p><b>Describe the procedure for registering a business</b></p> <p><b>Define Business idea</b>  Definition of business idea. Source of business idea.  Programmes/procedure &amp; available schemes.</p> <p><b>Describe how to generate Business Plan</b>  Generation of business ideas, Consider talents, skills and knowledge required, identify problems and find innovative solutions to them, market survey etc.</p> <p><b>Mention the sources of Business ideas sources of ideas</b>  Needs and wants of the community  • External environment • Hobbies and interest</p> <p><b>State the process of starting a new Enterprises Process</b>  Mobilize resources  Reorganize resources</p> <p><b>Assess the suitability of the various sources/uses of fund</b>  The advantages and disadvantages of the various sources of funds.</p> <p><b>Distinguish between: Money, cash and Cheques, Notes, coins and currency.</b>  Detail description of money, cash bank Cheques notes, coins, currency.  How to open bank account?  How to fill up Cheque?  How to deposit cheque in the bank?  What is PAN Card?  Why is it mandatory?  Explain on –line banking.</p>
<b>Occupational Safety, Health and Environment Education -10 Hrs.</b>	
<b>Safety &amp; Health</b>	Introduction to Occupational Safety and Health Importance of safety and health at workplace.
<b>Occupational Hazards</b>	<p>Basic Hazards, Chemical Hazards, Vibroacoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards.</p> <p>Occupational health, Occupational Hygiene, Occupational Diseases/Disorders &amp; its prevention.</p>
<b>Accident &amp; safety</b>	<p>Basic principles for protective equipment</p> <p>Accident prevention techniques- control of accidents and safety measures.</p>
<b>First Aid</b>	Care of injured & sick at the workplaces, first – Aid& Transportation of sick person
<b>Basic Provisions</b>	Idea of basic provision of safety, health, welfare under legislation of India

<b>Ecosystem</b>	Introduction to environment. Relationship between Society and Environment, Ecosystem and factors causing imbalance.
<b>Pollution</b>	Pollution and pollutants including liquid, gaseous, solid and hazardous waste
<b>Energy conservation</b>	Conservation of energy, re-use and recycle.
<b>Environment</b>	Right attitude towards environment, Maintenance of in-house environment

### **Tools & Equipments for Soft & Entrepreneurship Skills:**

<b>Sr. No.</b>	<b>Name of the Equipment</b>	<b>Quantity</b>
	<b>Hardware:</b>	
1	Server computer (latest configuration)	1 nos. for a batch of 25 students.
2	Multimedia Nodes (Pre-loaded Windows 2000 or latest version)	04 nos. for a batch of 25 students.
3	Inkjet/Laser Printer	1 no.
	<b>Software:</b>	
1	Windows software	
2	Microsoft office	
3	Anti Virus Software (TVD/Norton/Any popular brand)	
4	Internet connection	As per Availability.

Methodology :-

Above practices may be imparted by using

1. Movie clips, games, examples, story/sharing questionnaire/role play/exercise /Task, Video/Audio recording, group discussion, role play etc.

## B. SPOKEN ENGLISH AND COMMUNICATION SKILL

Sr. No.	Topics	Content
1	<b>Self Introduction :</b> Filling up a Personal information sheet, greetings & Wishes	<ul style="list-style-type: none"> <li>Communicating and sharing personal information</li> <li>Using pronouns and greeting</li> </ul>
2	<b>Our Environment &amp; People</b> Identify Pets & Animals, Role play for different professions	<ul style="list-style-type: none"> <li>Talking about environment and seasons</li> <li>Talking about different professions</li> </ul>
3.	<b>Daily Activities:</b> Listing out daily activities and arrange them with time	<ul style="list-style-type: none"> <li>Talking about Actions, routine work, habits and daily activities</li> </ul>
4	<b>My family</b> Listing out family members Relation & duties	<ul style="list-style-type: none"> <li>Naming relations</li> </ul>
5	<b>My friends and classmates:</b> Matching pictures with description	<ul style="list-style-type: none"> <li>Describing people around based on nature and appearance</li> <li></li> </ul>
6.	<b>Getting a Job/interview for Admission in school:</b>	<ul style="list-style-type: none"> <li>Reading</li> </ul>
	Identifying various types of advertisement	<ul style="list-style-type: none"> <li>Advertisement and write an application</li> <li>Preparing for an interview</li> <li>Responding to questions</li> </ul>
7	<b>English at different places :</b> Making effective communication with offices & get accustomed with their work system.	<ul style="list-style-type: none"> <li>Communicating in various situations and making inquiries at different places like post office, bank, airport, Hospitals etc.</li> <li>Filling up of Bank Pay in Slip, Ration Card, Application Forms, and Passport Forms etc.</li> </ul>
8	English in media watching /listening to clips for information	<ul style="list-style-type: none"> <li>Listening to radio/TV news, watching visual training movies (cartoons etc.)</li> <li>Listen, write &amp; respond</li> </ul>
9	Language : comprehension and composition	<ul style="list-style-type: none"> <li>Fill in the blanks</li> <li>Use of similar (sounding )words</li> <li>Different meanings of same word (synonyms)</li> </ul>
10	<b>Becoming a professional</b>	<ul style="list-style-type: none"> <li>Group discussion</li> <li>Lesson from successful/greatest figures life</li> <li>Explaining aim in life</li> <li>Importance of Time Management</li> <li>Responsibility toward a better future</li> <li>Role Play</li> </ul>

**Each section mentioned in the syllabus contains:**

- Vocabulary●Listening ● Pronunciation● Speaking ● Language ● Communication

**Methodology:**

Above practices may be imparted by using:-

- Work book ●Audio Visual Aids ●Group talk ● Class room lessons ● Role play
- Educational games

**Tools & Equipments for Spoken English And Communication Skill.**

1. CD/DVD Player 01
2. Speaker set 01
3. A compute with multimedia facility 01
4. Black Board/White Board 01
5. Relevant CDs/DVDs 01
6. Dictionary 01



## C. ETHICS & BEHAVIORAL SCIENCE

### Rationale:

With increased globalization and rapid changing business expectations, employers are looking for wide cluster of skills to cater to the changing demand. Personality traits and soft skills are playing a key role in a student's career in this changing scenario. Corporate houses look for soft skills that supplement hard skills.

Addition of behavioral science in curriculum is intended to enhance the efficiency of a person so that he can contribute to overall growth of family. It aims at developing insight into leadership, team building, motivation, interpersonal relationship, problem solving. Decision making and aspects of personality in a domestic home minder's profile. Addition of the topic of organizational culture will further mould him/her in the desired role.

This subject of 'Behavioral Science' provides a broad base in which a person can develop a successful career in the world of work

General objectives:

### Learning Structure:

#### Application

- |  |
|--|
| <ul style="list-style-type: none"><li>• Self development and organizational growth</li><li>• Performing tasks effectively by implementing team spirit, defining problem</li><li>• Goal achievements and result oriented work culture</li></ul> |
|--|

#### Procedure

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Team building</li><li>• Team development</li></ul> | <ul style="list-style-type: none"><li>• Conflict resolution</li><li>• Problem solving</li></ul> |
|--|---|

#### Principle

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Brain storming</li><li>• Trial and error</li></ul> | <ul style="list-style-type: none"><li>• Interpersonal relationship</li><li>• Group Discussion</li></ul> |
|--|---|

#### Concept

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Leadership</li><li>• Motivation</li><li>• Team</li></ul> | <ul style="list-style-type: none"><li>• Team spirit</li><li>• Vision</li><li>• Conflict</li></ul> |
|--|---|

#### Facts

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Organization</li><li>• Task or Goal</li></ul> | <ul style="list-style-type: none"><li>• Problem</li></ul> |
|---|---|

## **Theory:**

### **Topic 1 : Leadership**

- 1.1 Management Education –History, Development, Importance, Areas of specialization. Need and importance of behavioral science
- 1.2 Meaning and Types of Leaders, qualities of leader, Examples
- 1.3 Leadership-Definition, importance of leadership in various organizations
- 1.4 Leadership styles- persuasive, Authoritative, Democratic, Delegative leadership styles. Maturity of followers, situational leadership

### **Topic 2 : Motivation**

- 2.1 Meaning
- 2.2 Importance of Motivation
- 2.3 Types of Motivation- Intrinsic, Extrinsic, Examples
- 2.4 Maslow's motivation theory, pyramid of need, individual and industrial applications
- 2.5 Tips for Motivation

### **Topic 3: Emotional Intelligence**

- 3.1 Major concepts – emotion, families of emotion, components of emotional expressions
- 3.2 Emotional intelligence, cognitive intelligence
- 3.3 Basic emotional competencies

### **Topic 4: Team Building**

- 4.1 Team Need, Difference between group and team
- 4.2 Characteristics of a good team
- 4.3 Steps in team formation – Team formation in different situations & performance of team members.
- 4.4 Roles of team members
- 4.5 Characteristic of a good team member
- 4.6 Types of teams –Work, mgmt ,cross functional quality circle, self managed team

### **Topic 5: Conflict Resolution**

- 5.1 Definition, types (interpersonal, intrapersonal , group) indicators of conflicts
- 5.2 Sources of conflict-ego, poorly defined authority and responsibility, power interests, greed, difference in value system, complex work situations
- 5.3 Skills for conflict resolution
- 5.4 Steps in conflict management – Mapping of conflict, negotiation –steps in Negotiation
- 5.5 Styles of conflict management – collaborating, competing, cooperating, avoiding, compromising

### **Topic 6 : Decision Making**

- 6.1 Importance of decision making
- 6.2 Definition,
- 6.3 Characteristics of good decision

**Learning Resources:****Books:**

<b>Sr. No.</b>	<b>Author</b>	<b>Name of book</b>	<b>Publication</b>
1	Subject Experts-MSBTE	Handbook and assignment book on Development of life Skills-II	MSBTE
2	Dr. Kumkum Mukherjee	Principles of management and organizational behavior	Tata McGraw Hill Education PVT. Ltd.
3	Dr. T. KalyanaChakaravarti Dr. T. LathaChakravarti	Soft Skill for Managers	Biztantra
4	Barun K Mitra	Personality Development and soft skills	Oxford University Press
5	PriyadarshiniPatnaik	Group discussion and interview skills	Foundation Books

## DRIVING TECHNIQUES (PR –I)

MoU can done with RTO approved driving school to complete following syllabus

<p><b>SAFETY:</b></p> <ul style="list-style-type: none"> <li>➤ Safety attitude develop by using</li> <li>➤ PersonalProtective Equipments (PPE)First –Aid methods</li> <li>➤ Use of fire extinguishers</li> </ul>	<ul style="list-style-type: none"> <li>➤ Environmental safety- safe disposal of waste oil and battery</li> <li>➤ Concept of quality Over view on 5S technique.</li> <li>➤ Legal awareness</li> <li>➤ Vehicle registration and insurance of motor vehicle</li> <li>➤ Environmental Education (pollution etc)</li> <li>➤ Qualities required for a good driver</li> <li>➤ Responsibilities of a driver, Learner’s license and its particulars, Driving License particulars and its renewal</li> <li>➤ Fire precautions</li> <li>➤ Importance of wearing seat belts.</li> <li>➤ Vehicle specification</li> <li>➤ Vehicle controls-Foot control, Hand control and other controls.</li> </ul>
<p><b>Prerequisites of a Driver :</b></p> <ul style="list-style-type: none"> <li>➤ Preliminary checking of the vehicle before driving .</li> <li>➤ Starting and stopping of the engine.</li> <li>➤ Reading different gauges on instrument panel.</li> <li>➤ Straight driving on an open aground and practice in observing different gauges and meter while driving.</li> <li>➤ Practice in changing gear from <ul style="list-style-type: none"> <li>a) Low gear to high gear and</li> <li>b) b) high gear to low gear</li> <li>c) Straight driving on wide road and practice in changing gear form low gear to high gear and high gear to low gear.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Simple introduction to automobile engines and their working</li> <li>➤ Gauges used in automobiles</li> <li>➤ Pre-driving checks before sitting on driver’s seat and after sitting on driver’s seat .</li> <li>➤ Precautions to be followed while starting .</li> <li>➤ Driving road rules.</li> <li>➤ Knowledge about log book and different papers related to vehicles.</li> <li>➤ Precautions to be followed while moving and steering control and biting point</li> <li>➤ Road traffic signals and hand signals of traffic constables.</li> <li>➤ Hand signals of driver and signaling devices.</li> <li>➤ Crossing electrical signals.</li> <li>➤ Gear shift pattern on different vehicles.</li> <li>➤ Precautions to be followed while changing of gear</li> <li>➤ Use of Jack &amp; Change of wheel replacement.</li> <li>➤ Local road map reading.</li> <li>➤ Types of clutch and brakes, hand brake introduction to road markings.</li> <li>➤ Speed regulations on highway and city roads.</li> <li>➤ Stopping distance and precautions to be followed while stopping and braking</li> </ul>

**Driving practice :**

- Driving through lanes and curves, straight and 'S' bends, sand, wet surface, steep slope and downhill, Highway.
- Night driving practice.
- Practice in parking vehicle. Parallel parking and diagonal parking
- Driving over narrow bridges, overtaking another vehicle.
- Detection of minor faults while driving
- Familiarization with Automatic transmission, Gear shift pattern and Gear position . Driving practice on Automatic transmission vehicle. Driving test

- Precautions to be taken while driving through lanes and curves, reversing the vehicle, through sand and wet surface, over slope and downhill, highway.
- Precautions to be taken while driving in night
- Different kinds of parking.
- Precautions to be taken while driving over narrow bridges, overtaking another vehicle.
- Introduction to Automatic transmission, Advantages, Difference between automatic transmission and manual transmission. Components of automatic transmission and its location. Gear shift pattern and Gear position.
- Driving test procedure for international driving license. Vehicle fitness certificate Causes of Accidents, Safe driving practice. Fuel saving methods by good driving habits.

**Syllabus**

<b>Practical</b>	<b>Theory</b>
<ul style="list-style-type: none"> <li>➤ Maintaining personal cleanliness &amp; Hygiene Practices</li> <li>➤ Carry out basic First Aid treatment /notifying accident.</li> <li>➤ Practicing Fire Safety measures</li> <li>➤ Occupational hazards and safety norms.</li> <li>➤ Good Housekeeping practices at all times</li> <li>➤ Simple Disaster Management &amp; preventive measures for staff/guests/ machines in the event of Earthquakes, Tsunami, etc.</li> <li>➤ Cleaning the Kitchen or Food areas, utensils and relevant equipments</li> <li>➤ Basic cleaning Material</li> <li>➤ Practice pest control measures, disposal of waste as per environmental laws</li> <li>➤ Energy and water Conservation</li> <li>➤ Transfers, weights &amp; check supplies</li> <li>➤ Assists cook in preparing Ingredients for Cooking &amp; making simple preparation like sandwiches, salad, savories etc.</li> <li>➤ Food preservation/storage/service</li> <li>➤ Knowledge about identification and selection of material &amp; equipment</li> <li>➤ Basic knowledge of methods of Cooking and cutting</li> <li>➤ Opening and closing of Kitchen</li> </ul>	<ul style="list-style-type: none"> <li>➤ Safety rules in Kitchen</li> <li>➤ Knowledge about Kitchen equipment and familiarization of their handling in the Kitchen</li> <li>➤ Different section in the Kitchen</li> <li>➤ Kitchen organization</li> <li>➤ Safety rules for using knives</li> <li>➤ Foundation Ingredients and their properties and characteristics</li> <li>➤ Classification of Raw Materials Perishable and Non- perishable</li> <li>➤ Seasoning &amp; flavoring agent</li> <li>➤ Accompaniments &amp; Garnishes</li> </ul>
<ul style="list-style-type: none"> <li>➤ Prepare stocks and soups</li> <li>➤ Prepare mother Sauces</li> <li>➤ Prepare eggs, poultry's, food &amp; sea Foods, Meat dishes.</li> <li>➤ Prepare hot &amp; cold Sweets.</li> <li>➤ Bulk preparations of food.</li> <li>➤ Prepare pastry, cakes &amp; breads etc.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Cookery Culinary Terms</li> <li>➤ Courses of Menu- Knowledge of Menu planning.</li> <li>➤ Nutrition- basic Knowledge</li> <li>➤ Inventory of kitchen.</li> <li>➤ How to prepare requisition of kitchen for daily needs</li> <li>➤ Develop a food Safety plan</li> <li>➤ Re-heating of food</li> </ul>
<ul style="list-style-type: none"> <li>➤ Indian Breads</li> <li>➤ Rice Preparation</li> <li>➤ Chicken /mutton/pork/fish</li> <li>➤ Dal &amp; Pulses</li> <li>➤ Salad &amp; Accompaniments:</li> <li>➤ Desserts/Sweets</li> </ul>	<ul style="list-style-type: none"> <li>➤ Aims an Objects of Cooking Food</li> <li>➤ Salads, Salads Dressing</li> <li>➤ Sandwiches and Canapés</li> <li>➤ Methods of Cooking Foods</li> <li>➤ Knowledge about various cuts of Meat and Vegetables</li> </ul>

## List of tools & Equipments

Sr. no.	Name of the Item	Quantity
1.	Plates Different sizes (For dough Floor)	4 Nos.
2.	Sauce Panes of Different Sizes	10 Nos.
3.	Knifes Different Sizes	10 Nos.
4.	Graters	4 Nos.
5.	Gas Stove & Cylinders	2 Nos.
6.	Fry Pans of Different Sizes	5 Nos.
7.	Sieves of Different Sizes	10 Nos.
8.	ChhklaVelna	4 Nos.
9.	Karchhia	6 Nos.
10.	Peelers	6 Nos.
11.	Jugs	6 Nos.
12.	Glasses	24 Nos.
13.	Spoons	24 Nos.
14.	Plates full/half/Quarter	36 Nos.
15.	Mixer Grinder Juicer	1 No.
16.	Weighing Machine	1 No.
17.	Cookers of Different Sizes	3 Nos.
18.	Iron Sieves Different Types	05 Nos.
19.	Pitchers different sizes	2 Nos.
20.	Tawa	3 Nos.
21.	Tea Pan	3 Nos.
22.	Lemon Squeezer	1 No.
23.	Dust Bins	3 Nos.
24.	Chapati Box	2 Nos.
25.	Buckets of Different Sizes	4 Nos.
26.	Mugs	4 Nos.
27.	Library books	As required
28.	Proper electric & gas connection	As required
29.	Instructor table & chair	1 No. each

# HOSPITALITY MANAGEMENT AND NURSING ASSISTANT

(TH – III & PR – III)

## Syllabus

### A. HOSPITALITY ASSISTANT

Contents	
Practical	Theory
<ul style="list-style-type: none"><li>➤ Familiarization with a modern house including kitchen, domestic appliances and gadgets.</li><li>➤ Demonstrate and make trainees practice on social skills, personal and job hygiene standards and courtesies required during employment</li><li>➤ Practice of making and answering telephone calls</li><li>➤ Practice on operation and upkeep of electrical and electronic home appliances i.e.<ul style="list-style-type: none"><li>• Vacuum Cleaner</li><li>• Washing Machines</li><li>• Motor Pumps</li><li>• Air Conditioners</li><li>• Geyser</li><li>• Electrical iron</li><li>• Steam press</li></ul></li><li>➤ Identify, use handling and upkeep of Room and bathroom linen.</li><li>➤ Practice on dusting, sweeping, mopping and scrubbing etc, cleaning of various metals.</li><li>➤ A systematic way to clean various surfaces-daily, periodic and spring cleaning</li><li>➤ Practice for Room and Bed making</li><li>➤ Identification, use handling and upkeep of crockery, F&amp;B linen, Cutlery, Glassware and miscellaneous ware.</li><li>➤ Demonstrate and practice cleaning methods for different types of crockery ,cutlery, glassware and other table</li><li>➤ Practice of different Tray, Trolley and Table layouts for Tea, Breakfast, Lunch, Dinner and partly beverage.</li><li>➤ Service of Food and Beverage items</li><li>➤ Demonstrate and practice how to set up side station/side boards and bar counters ready</li><li>➤ Demonstrate and practice systematic ways of clearance of tables and trays after service is over.</li></ul>	<ul style="list-style-type: none"><li>➤ Basic Etiquettes, manners and communication skills</li><li>➤ Awareness of their role in the household and introduction to layout and set up modern houses and facilities for contemporary homes.</li><li>➤ Appraisal of electrical, mechanical gas operated kitchen gadgets, their names, use, up-keep, care and maintenance</li><li>➤ Knowledge of commodities- their classification uses, do's and don'ts for storage and their uses</li><li>➤ Knowledge of various surfaces –marble, granite, wood, metal and others-daily cleaning , periodic cleaning and spring cleaning</li><li>➤ Sanitation needs with reference to pests and their control and exhaust systems.</li><li>➤ Appraisal of food and beverage service equipment –furniture, crockery, cutlery, glassware, linen and miscellany with their names and uses</li><li>➤ Cleaning care and upkeep of various food beverage service ware</li><li>➤ Basics of sequence of menu ( not more than 4 courses appetizer, soup, main course and desserts classification of beverages (alcoholic and non- alcoholic)</li><li>➤ Basics of table, bar and tray set ups ready for service and clearance after service</li><li>➤ Classification of beverages (Alcoholic and non alcoholic )</li></ul>



<ul style="list-style-type: none"> <li>➤ Simple Flower Arrangements</li> <li>➤ Handling and disposal of waste</li> <li>➤ Practice of First Aid Techniques</li> <li>➤ Use of Fire Fighting equipments</li> </ul>	
<b>Hospitality Assistant (Kitchen &amp; Service)</b>	
<ul style="list-style-type: none"> <li>➤ Identification, use, handling and upkeep of crockery, F &amp; B linen, cutlery, Glassware and Miscellaneous ware</li> <li>➤ Familiarization with various commodities used in kitchen &amp; their uses</li> <li>➤ Practice of chopping, slicing, grinding of commodities (including meat and vegetables)</li> <li>➤ Refrigerating and storage of food and beverages- demonstrate and show what needs to be kept where and how during storage</li> <li>➤ Demonstrate and practice cleaning methods for different types of crockery cutlery, glassware and other tableware</li> <li>➤ A systematic way to clean various surfaces daily, periodic and spring cleaning</li> <li>➤ Practice of different Tray, Trolley and Table Layouts for Tea, Breakfast Lunch, Dinner and partly beverage.</li> <li>➤ Service of Food and Beverage items</li> <li>➤ Demonstrate and practice how to set up side station/side boards and bar counters ready.</li> <li>➤ Demonstrate and practice systematic ways of clearance of tables and trays after service is over.</li> <li>➤ Demonstrate and make trainees practice on social Skills, personal and hob hygiene standards and courtesies required during employment</li> <li>➤ Handling and disposal of waste</li> <li>➤ Practice of making and answering telephone calls.</li> <li>➤ Practice of first Aid Techniques.</li> <li>➤ Use of Fire Fighting equipments.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Appraisal for kitchen miscellany –pots and pans, knives and cookware for a modern home, their use, up-keep, care and maintenance</li> <li>➤ Kitchen hygiene sanitation needs with reference to pests and their control garbage disposal and exhaust systems.</li> <li>➤ Awareness of various cooking methods in home style contemporary living standards.</li> <li>➤ Pre-preparation of food ready for cooking.</li> <li>➤ Appraisal of food and beverage service equipment –furniture, crockery, cutlery, glassware, linen and miscellany with their names and uses</li> <li>➤ Cleaning care and upkeep of various food beverage service ware</li> <li>➤ Basics of table, bar and tray set ups ready for service and clearance after service</li> <li>➤ Basics of sequence of menu ( not more than 4 courses appetizer, soup, main course and desserts</li> <li>➤ Classification of beverages (Alcoholic &amp; non-alcoholic) courtesies theory. Inputs in local language.</li> </ul>

## List of tools & Equipment

Sr. No.	Name of the Item	Quantity
	<b>Containers</b>	
1	Dust pans	5 Nos.
2.	Buckets/tubs	20 Nos.
3.	Mugs	20 Nos.
4.	Dustbins	2 Nos.
5.	Mop buckets	10 Nos.
6.	Spray cans for glass cleaning	20 Nos.
7.	Containers for storing materials and equipments (cup board with 10 selves)	2 Nos.
	<b>Brooms and Brushes</b>	
1.	Soft brooms/hard brooms	5 Nos.
2.	Carpet brushes-shampooing and dusting	5 Nos.
3.	Upholstery brush	5 Nos.
4.	Scrubbing brush (floor)	5 Nos.
5.	Shoe polishing brush	2 Nos.
6.	W.C. brush	2 Nos.
7.	Wall Brush	2 Nos.
8.	Long handle fringe mops	5 Nos.
9.	Long handle mops dry	5 Nos.
10.	Long handle mops dusting brush	5 Nos.
11.	Long handle mops scrubbing brush	5 Nos.
12.	Bottle brushes	5 Nos.
13.	Cloths scrubbing brush	5 Nos.
14.	Sponges	5 Nos.
15.	Steel wool	5 Nos.
16.	Nylon scrubbers (soft)	5 Nos.
17.	Cotton pads	10 Nos.
18.	Blotting paper	10 Nos.
	<b>Cleaning and Polishing cloths</b>	
1	Duster -50 cm x 50 cm	10 Nos.
2.	Hand mops 50 cm x 50 cm	10 Nos.
3.	Yellow polishing cloths	10 Nos.
4.	Glass cloths	5 Nos.
5.	Magnetic glass	5 Nos.
	<b>Mechanical Equipment</b>	
1	Vacuum cleaner	1 No. each
2.	Ordinary step ladders of different heights	2 Nos.
3	Washing machine domestic	1 No.
4	Iron /electric iron	2 Nos.

5	Exhaust fan	2 Nos.
6	sinks for washes	5 nos.
7	metal stand for drying cloths	2 Nos.
8	water filter and purifier	5 Nos. each
9	Geyser	1 No.
10	Refrigerator (domestic)	1 No.
11	Electrical accessories (i.e. fan, light etc.)	2 Nos. each
	<b>Cleaning Material</b>	
1	Detergent	As per requirement
2	Deodorants	
3	Anti-septic	
4	Disinfectants	
5	Room fresheners	
6	Carpet shampooing lotions	
7	Common stain removal agents	
8	Polishing agents	

## B. NURSING ASSISTANT

Practical	Theory
<ul style="list-style-type: none"> <li>➤ Sponge/bed bath-hair care eye/ear care-care of hands &amp; feet</li> <li>➤ Sterilization</li> <li>➤ First aid /dressing</li> <li>➤ Fire burns: Hemorrhages: allergies; banding &amp; splinting; fermentation.</li> <li>➤ Monitoring vital signs - use of thermometer; blood pressure; pulse; blood sugar.</li> <li>➤ Techniques of shifting patients</li> <li>➤ Treatment of bedsores</li> <li>➤ Catheterization</li> <li>➤ Food tube feeding</li> <li>➤ Collection of urine; stool; sputum</li> <li>➤ Administration of nebulizer</li> </ul>	<ul style="list-style-type: none"> <li>➤ Basic principles of nursing at home/bedside</li> <li>➤ Parts of Human body</li> <li>➤ Introduction to systems of body               <ul style="list-style-type: none"> <li>- skeletal system - Nervous system</li> <li>- Respiratory system - Digestive system</li> <li>-urinary system</li> </ul> </li> <li>➤ HIV/Aids</li> <li>➤ Personal care – hygiene and sanitation –grooming and cleanliness</li> <li>➤ Sterilization</li> <li>➤ Oral hygiene-process/precautions</li> <li>➤ First aid procedure</li> <li>➤ Accidents; poisoning ; haemaerrogues</li> <li>➤ Sociology-social problems; age related changes; community; health education</li> <li>➤ Home environment</li> <li>➤ Needs of elderly people</li> <li>➤ Physiotherapy &amp; its importance</li> <li>➤ Maintaining record of Temp., BP. and Sugar</li> </ul>

### TOOLS AND EQUIPMENT FOR BATCH OF 25 TRAINEES

Sr. No.	Description	Quantity
1	Temperature Recording	Themometer-02; Cotton swabs-(as required)
2	Blood Pressure	Spingomano meter -02; stethoscope-02, Digital equipment - 01
3	Dressing of bed sore (Sterile procedure)	Dressing sets containing Bowl small - 01 Artery forceps-04; Gloves-04 Pairs Cotton, gauze, hydrogen peroxide-(as required);Betadine solutions-(as required); Sterile pads, Plaster-(as required)
4	GRBS Test	Glucometer -02; Accu Check-02; Small sterile needles- (as required); Spirit, Swabs(cotton)- (as required)

5	Mouth care for bed ridden Unconscious patients	Artery Forceps, Gauze, tongue depressor, Listrin, Mouth wash, Kidney tray-01; gloves-(as required)
6	Sponge Bath	Big Basin Steel-02Hand Towel -02 Machintosh, Bath Towel-01 Powder-(as required)
7	For bed ridden	Bed Pan, Urinal-01 set
8	Nebulizer	One Set
9	Suction apparatus	One Set
10	First Aid Dressing	As required
11	Catheterization / Food Tube	As Required
12	Digital Weighing Scale – 01 no	

**Note** – Space & Tools Equipments mentioned is for Two batches.

For additional batches up to & space required 1000 sq. ft. additionally &  
Set of Tools & Equipments required additionally.

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