1	**Name of Course**	**Certificate Course in Steward**	
2	**Max no. of Students**	25	**Course Code - 415202**
3	**Duration**	1 year	
4	**Course Type**	Full Time	
5	**No. of Days per week**	6 days	
6	**No. of hours per day**	7 Hrs	
7	**Space require**	Theory Class Room – 200 sqft Practical Lab – 1000 sqft Total – 1200 Sqft	
8	**Entry qualification**	S.S.C. Pass	
9	**Objective of syllabus**	To understand basic concept of steward operation, To perform various task related to steward in various organizations related to Food, Hotel, Tourism and Cataring industry	
10	**Employment opportunities**	can work as steward in various hotels, restaurenet, tourism company, Marrage center, food processing industries etc.	
11	**Teachers Qualification**	Graduate with Diploma in Hotel and Catering Techonology or Equivalent and 2 yr Experience.	

12] **Teaching Scheme –** Training System Per Week

Theory	Practical	Total
18 Hrs	24 Hrs	42 Hrs

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13] **Examination Scheme –**

Sr	Paper Code	Name of Subject	Theory/ Practical	Hours	Max Marks	Min Marks
1	**41520211**	**Steward Theory -I**	Theory - I	3 Hrs	100	35
2	**41520212**	**Steward Theory -II**	Theory – II	3 Hrs	100	35
3	**41520213**	**Business Economics**	Theory – III	3 Hrs	100	35
4	**41520221**	**Steward Practical -I**	Practical – I	3 Hrs	100	50
5	**41520222**	**Steward Practical - II**	Practical – II	3 Hrs	100	50
6	**41520223**	**Business Economics**	Practical - III	3 Hrs	100	50
				Total	**600**	**255**

TRADE – STEWARD

STEWARD THEORY -I

1. Introduction to different types of Catering Establishments and brief description about each.
2. Introduction to the Basic Hotel Organisation Chart and service in the Food & Beverage Department in particular. Duties & responsibilities.
3. Knowledge about various types of Equipment used in the Restaurants and Bars. Apprising and Drawing of Cutlery, Crockery, Glassware, Linen, Furniture, Hygienic handling of the same.
4. General idea about the functioning of Pantry / Still Room, Side Board in the Restaurant.
5. Correct use of Waiter's Cloth.
6. Position of Waiter in the Catering Establishment – Attributes of a Good Waiter / Steward / Chef de Rang / Captain in the Restaurant / Room Service.
7. Indian and Western Terms used in the Restaurant.
8. Knowledge about different types of services – English / American / French / Russian / Cafeteria / Railways / Airlines / Shipping etc. Special briefing about Gueridon Service.
9. The Menu – Types of Menu, courses of Menu, Uses of Menu Card, Menu terminology. Laying of silver according to Menu on table, Brief knowledge about Menu Planning.
10. Knowledge about Controls in the Restaurant – how to handle bills, K.O.T., Presentation of Bills to Customer, Settlement of bills.
11. Rules of Laying a Table / Rules for Waiting at a Table / DOs and DON'T for a Waiter.
12. Organisation of Pantry.
13. Methods of Cooking Food (basic).
14. Common Sauces and their basic ingredients.
15. Salads with recommended Dressings.
16. Food & their accompaniments.
17. Knowledge about timings for Cooking of Dish for A la Carte Orders. Knowledge about Potato Preparations.
18. Knowledge about different types of cheese used in the Restaurent. Name atleast ten cheeses of different countries.
19. Relationship between Waiter and – Management / Customer / Other Departments.
20. Common Kitchen Sauces and their basic ingredients.

STEWARD PRACTICAL -I :

1. To draw the various types of Cutlery/ Crockery / Glassware / special Equipment used in the restaurant & Bar.
2. Knowledge about the types of Cutlery & Crockery and glassware to be used with what types of dish.
3. To make acquaintance with Restaurant / Pantry / Still room & bar Equipment.
4. Napkin folding / How to lay Table Cloth / Carrying Cutlery.
5. Changing and Laying of Table Cloth.
6. Handling, Upkeep and Polishing of Silver, Cutlery and Crockery.
7. Arrangement & Preparation of Slide Board & Service Table.
8. How to use Tray, Tray carrying position, how to lay the tray for breakfast.
9. How to use Service Cloth, Carrying of plates, clearing of plates and cutlery.
10. Arrangement of silver according to Menu on the Table.
11. Receiving the guests, presenting the Menu for order taking, explaining the basic ingredients of dish.
12. How to place order to the Kitchen and Bar.

STEWARD THEORY -II

21. Mise-en-Sauce and Mise-en-Place of Restaurants.
22. Tips.
23. Sandwitches / Service of Sandwitches and Ice Cream / Soups.
24. Knowledge about Special Service of Dishes
Grape Fruit / Caviar / Oysters / Smoked Salmon / Artichoke(Cold & Hot) / Tomato Juice / Pate de Foie Gras / Corn on Cob (Hot & Cold)
25.Knowledge about Special Service of Dishes
Grape Fruit / Caviar / Oysters / Smoked Salmon / A rtichoke (Cold & Hot) / Tomato Juice / Pate de
Foie Gras / Corn on Cob (Hot & Cold)
26.Salads and Salad Dressing
27. Tobacco- countries. Types of Cigars/ Strength of Cigar / Size of Cigar/ Famous brands of Navana
Cigars / Service of Cigar
28. Genaral awareness about places of Historic Interest and other place in India.
29.Traditional Culture.
30. Vending machine.
31. Knowledge of 20 recipes of International Standards.
32. Knowledge of use of Special Equipments for Special Dish.
33. Sprits and Liqueurs – Gin / Brandy / Rum & Beer (Draught / Bottled Beer).
34. Wines and menu – Name of Wine Producing Countries / Service and storage of White / Red and Sparkling wines.
35. Buffet & Banquets
36. Types of Non- Alcoholic Beverages & their Service.
37. Flambe Preparation.
38. Service of Breakfast, Lunch, Dinner, Buffet Service.
39. Flower Arrangements.
40. Food Safety & Hygiene – Kitchen Pests / Fire hazards.
41. Duty Roster / Sitting Plan.

STEWARD PRACTICAL -II

13. Service of Breakfast /Lunch /Diner / Buffet / Banquets.
14. Cooking at a Table – Gueridon service.
15. Styels of Service – placing plates & dishes/silver service method/techniques used.
16. Service of Wines & Alcoholic Beverages – knowledge about glasses.
17. Service of non- alcoholic beverages – tea /coffee / soft drinks / minerals and juices.
18. Mise-en-place for Buffets
19. Flower arrangements
20. Salads / Salads Dressings
21. Service of Wine – carrying and placing of glasses, presenting wines, removing cork, use of cradle,Decanter (Mock Service), serving and pouring of wine etc.
22. Carving at Buffet – meat / chicken / suckling pig
23. Order in which the guests are served for Formal and Informal Dinners.
24. Closing the Restaurant – Soiled Linen Removal / Preparation of Restaurant for next service period, Preparation of Check list.
25. Knowledge about Service of Spl. Dishes/Use of Spl. Equipment meant for the same.
26. Service of Continental / English Breakfast.
27. Laying of Trolley / Buffet Service.

Theory - III and Practical – III - BUSINESS ECONIMICS

Basic Concepts in Economics and Finance (e.g. Assets – Liabilities, Expenses – Income, Depreciation, Cash Vs. Mercantile Accounting etc.

COST ACCOUNTANCY
Introduction, Cost Accounting And Financial Accounting, Concept of Cost Center, Special Types of Cost, Installation of Costing System

ELEMENTS OF COSTS Overheads, Cost Sheets/Costs Statement.

MATERIAL COST Procurement of Materials, Overstocking May have Following Consequences, Understocking May have Following Consequences, Section of Source of Supply, Comparative Statements, Discrepancies in Material Receipts, Excess Quantity Accepted, Excess Quantity Returned, Proper Conduct of
Storage Function, Bin Card, Stores Ledger, Bin Card Vs. Stores Ledger, Reconciliation of Bin Card and Stores Ledger, Valuation of Material Movements, Treatment of Shortages, Inventory Control, Techniques of Inventory Control, Calculation of Various Levels

LABOUR COST
Time Keeping, Methods of Time Keeping, Time Booking, Reconciliation of Time Attended and Time Booked, Methods of Remunerating the Workers, Principles of Goods Wage Payment Systems, Comparative Study of Halsey and Rowan System,
Important Terms in Cases of Labour Cost, Causes of Labour Turnover, Measurement of Labor Turnover, Calculation of Labour Turnover, Treatment of Idle Time Cost

OVERHEAD COST
Procedure for Charging the Overheads, Actual Vs. Predetermined Overheads ABQorption Rates, Under ABQorption or Open ABQorption of Overheads, Treatment of Under or Over ABQorbed Overheads, Control Over Overheads, Ot her Factory Overheads.

SPECIAL TYPES OF COSTS
PART I – DEPRECIATION
Need for Depreciation Accounting ,Methods for Calculating Depreciation, Practical Consideration Relating to Depreciation
PART II – OBQOLESCENCE
Control Over OBQolescence
PART III – MATERIAL LOSSES:
Accounting and control, Waste, Scrap, Spoilage, Defectives

METHODS OF COSTING
Job Costing, Batch Costing, Contract Costing, Process Costing,
Operation Costing, Output Costing, Operating Costing

Role Of Product Management In Marketing And Its Interface With Other Corporate Functions

Conceptual issues- Branding, Market Segmentation, Positioning & Differentiation Strategies, New Product Planning, Distribution Channels: Structure and Strategy, Advertising Planning

Distinctive Aspects of Services Marketing, Developing Frameworks for Analyzing Services, The Customer Experience

Positioning a Service in the Marketplace, Targeting Customers and Building Relationships, Managing Demand

Creating and Delivering Services, Adding Value to Core Products with Supplementary Services, Understanding Costs and Developing Pricing Strategies

Communicating and Promoting Services, Enhancing Value by Improving Quality and Productivity, Developing and Managing the Customer-Service Function

Organizing and Implementing the Marketing Effort, Globalizing Services Marketing

Planning and designing sales promotion program with specific reference to sales contest, trade-in discount, coupons etc.

Brand building including brand image, positioning, brand valuation and measurement of brand equity.

Link between mr and advertising planning the communication process and the feedback loop. Influence of the environment on advertising planning.

Promotion budgeting dividing the budget into advertising and sales promotion activities on the basis of the nature of the product (fmcg, durables, industrial products and services) and the product life cycle.

Books

B.K.Bhar Cost Accounting Academic Publishers, Calcutta
Khan Jain Cost Accounting Tata McGraw Hill
Product Management Majumdar Prentice Hall
Product Strategy and Management Baker, M & Hart S Prentice Hall
Product Management Donald R. Lehmann, Russell S. Winer
Service Marketing Nirgudkar Tata Mc Graw Hill
Service Marketing E Rampal & Gupta Galgotia
Product Management Chunawala Himalaya
Product Management Gupta Wisdom
Service Marketing Valarie A Zeithaml Tata Mc Graw Hill
Strategic Brand Management Keller Pearson
Building Strong Brands D.A. Aker --
Successful Branding Pran K. Choudary --
Advertising Chunawala and Sethia Himalaya
Advertising Management David Aker Prentice Hall
Brand Positioning Subroto Sen Gupta Tata Mc Graw Hill

LIST OF EQUIPMENTS FOR THE TRADE OF STEWARD

1. 1. 8- Service tables with baize (6X 2-1/2)
2. 2. 100 –Additional chairs
3. 3. 2- Wash basins
4. 4. 1- Soap dispenser
5. 5. Crockery set for 16 trainees
6. 6. Glass &jugs (including different types of wine glasses)
7. 7. Table Linen
8. 8. side Board for 8 tables
9. 9. 2- Storage cup boards, 20 sets of tea pots
10. 10. Coffee pots, sugar pots and milk jugs (silver types)
11. 11. Service counter
12. 12. 1- tea urn

13. 13. Cutlery set for 20 trainees as per eleven course menu (silver type)
14. 14. 1- Electric Geyser
15. 15. 1- Weighing scale
16. 16. Sliver service trays / salver etc.
17. 17. Sample preparation trolley
18. 18. Cone Coffee set
19. 19. 1-Refrigerator (large size)
20. 20. Hot plates for five side boards
21. 21. Sundry equipments
22. 22. Rolling black board
23. 23. Table & chair for 20 trainees (desk type)
24. 24. Instructor cup- board (Godraj) table & chair
25. 25. 1- Range
26. 26. Three tier shelf
27. 27. 3 Swill bin with foot press
28. 28. Trainee locker (Godrej)
29. 29. Furniture and furnishings
30. 30. Bar counter with mirror & bar equipment
31. 31. Water boiler
32. 32. NCR machine
33. 33. One ban marei
34. 34. Library books
35. 35. 2- Trolley racks

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