

**MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION, MUMBAI**

1	Name of Syllabus	<b>C.C. in Hospitality (415201)</b>						
2	Max. Nos of Student	25 Students						
3	Duration	1 Year						
4	Type	Full Time						
5	Nos Of Days / Week	6 Days						
6	Nos Of Hours /Days	7 Hrs						
7	Space Required	Workshop / Laboratory = 1000 Sq feet Class Room = 200 Sq feet TOTAL = 1200 Sq feet						
8	Entry Qualification	S.S.C.						
9	Objective Of Syllabus/ introduction	Awareness of Safety precautions Knowledge of Hospitality. Knowledge of Hospitality Tools Knowledge of electronic Equipments used in Hospitality. Ability to read schematic layouts / diagrams..						
10	Employment Opportunity	The trainee will either to be able to take up jobs with agencies which maintain and repair such equipments or with working experience will be in a position to start his own independent Business.						
11	Teacher's Qualification	Diploma in Hotel Management & Catering technology						
12	Training System	Training System Per Week						
		Theory			Practical		Total	
		18 Hours			24 Hours		42 Hours	
13	Exam. System	Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Min. Marks
		1	41520111	Basic Food Production, Food & Beverages Service (Steward)	TH I	3 hrs	100	35
		2	41520112	Basic Front Office Service Operation & accommodation operation/House Keeping.	TH II	3 hrs	100	35
		3	41520113	Basic Computer Application & Basic Hotel Maintenance (including Plumbing & Electrical Maintenance)	TH III	3 hrs	100	35
		4	41520121	Basic Food Production, Food & Beverages Service (Steward)	PR I	3 hrs	100	50
		5	41520122	Basic Front Office Service Operation & accommodation operation/House Keeping.	PR II	3 hrs	100	50
		6	41520123	Basic Computer Application & Basic Hotel Maintenance (including Plumbing & Electrical Maintenance)	PR III	3 hrs	100	50
				<b>TOTAL</b>			<b>600</b>	<b>255</b>

**Basic Food Production, Food & Beverages Service (Steward)**  
**Theory – I & Practical - I**

<i>Topic</i>	<b>TRADE THEORY - I</b>	<b>TRADE PRACTICAL - I</b>
<b>Basic Food Production, Food &amp; Beverages Service (Steward)</b>	1) Knowledge about kitchen equipment and familiarization of their handling in the kitchen 2) Safety-Rules for using different types of knives	*Knowledge about different sections. *knowledge about kitchen equipment *Identifying of masala and dry stores *Learning to cut with knife
	Foundation Ingredients and their properties and characteristics.	* Snacks
	Layout of the kitchen. Name the different section of kitchen. Function of movable and immovable equipment in the kitchen	* Soups
	5) Aims and objects of cooking food 6) Methods of Cooking	* Indian Dishes
	7) Classification of Raw Materials. A) Perishable & b) Non-perishable	* Breakfast dishes,Beverages and Milk base drinks.
	Kitchen Organisation-Responsibilities and functions of each category pf staff working in kitchen	* Salads and Goan dishes
	9) Sauces 10) Soups 11) Stocks 12) Roux 13) Gravies	*Continental and Chinese dishes
	14) Salads and Salad Dressing	*Sweets and Desserts
	Cover Ala Carte Table-de-hote	1.Origin 2.Classis sequence 3.Types of menu 4.Planning of menu 5.Food and Accompaniments 6.Garnishes
	SET UP OF English breakfast cover Continental breakfast cover American breakfast cover Afternoon breakfast cover	VII BREAKFAST & AFTERNOON TEA 1.English breakfast 2.Continental breakfast 3.American breakfast

**Tools and Equipments required for trade of Food Production**

<b>Sr.No.</b>	<b>Name of item</b>	<b>Quantity</b>
1.	Deep freezer, vertical 3 doors (S.S)(365 lit)	1No
2.	Refrigerator (165 lit)	1No
3.	Gas tandoori with skewers & roti set	1No/12Nos/1 set
4.	Bain marie cum Hot cabinet(S.S.)	1No
5.	Gas Burner range having 6 burners (S.S.)	2Nos
6.	Chinese gas burner (S.S.)	1No
7.	Stainless steel work table	10Nos
8.	Dough kneading table	2Nos
9.	Electrical Oven	1No
10.	Trainees locker	1No
11.	Stainless steel rack (S.S.)	3Nos
12.	Salamandar	1No
13.	Electric Geyser (25 lit)	1No
14.	Dough kneading machine (5 Kgs.)	1No
15.	Water Boiler (S.S/Electrical)(15 lit)	1No
16.	Wet grinder (7 lit)	1No
17.	Weighing machine electrical	1No
18.	Weighing machine manual	1No
19.	Grinding stone (Flat type)	1No
20.	Mixer cum grinder	1No
21.	Wash basin	1Nos
22.	Dush pins (Foot press) plastic	1No
23.	LPG Gas cooking range (over Griller)	10 Nos
24.	Frying pan (MS)	6 Nos
25.	Frying pan (Non stick)	2/4 No
26.	Kadai (copper)(Med/Small)	2 each No
27.	Aluminium Dekshi 15 lit/12 lit	4 Nos
28.	Tawa (Medium Size)	4 Nos
29.	Wok(Chinese Kadai)	2Nos.each
30.	Pressure cooker 21 lts/5lts.	8 Nos
31.	Aluminium Dekshi (4 lts)	16 Nos
32.	Aluminium Dekshi (2 lts)	8 Nos
33.	Aluminium sauce pan (3lts)	8 Nos
34.	Chopping board 8” x 12 “	4 Nos
35.	Chopping board 1 ftx1ft	24 Nos
36.	Wooden spoon	24 Nos
37.	Perforated spoons	12 No
38.	Steel Slicer	18/6/4 Nos
39.	Steel Bowls(Sm/Med/Big)	2 Nos
40.	Collander	6 Nos
41.	Baking tray(2ftx2ft)	2 Nos
42.	Baking tray (2ftx3ft)	2 Nos
43.	Baking cake tin (round)	2 Nos
44.	Baking cake tin (square)	2 Nos
45.	Handi tongs	12 Nos.
46.	Serving kitchen spoons(big)	12 Nos.
47.	Steel plates	24 Nos.
48.	Balloon whisk	6 Nos.
49.	Measuring cup(Glass/Plastic)	4 Nos.
50.	Plastic containers	48 Nos.

51.	Stainless steel containers(5 kg)	6 Nos.
52.	Egg cutters	2 Nos.
53.	Steak Hammer	2 Nos.
54.	B.B.Q Skewers	12 Nos.
55.	B.B.Q. Forks	2 Nos.
56.	Tea, Coffee Urns	4 Nos.
57.	Chinese chopper	2 Nos.
58.	MS Chopper	1 Nos.
59.	Kitchen Knife (Big)	2 Nos.
60.	Vegetable Knife	2 Nos.
61.	Bread knife	2 Nos.
62.	Paring knife	2 Nos.
63.	Palate knife	2 Nos.
64.	Coconut Grater (Hand type)	8 Nos.
65.	Bread tin	6 Nos.
66.	Ring moulds	6 Nos.
67.	Small Cup Moulds	48 Nos.
68.	Pizza cutter	4 Nos.
69.	Door cutter	4 Nos.
70.	Box type grater	10 Nos.
71.	MS cupboards	2 Nos.
72.	Instructor table/Chairs	1No/3 Nos.
73.	Hand Blender	1 No.
74.	B.B.Q. Trolley (S.S.)	1 No
75.	Sieve	4 Nos.
76.	Strainers	8 Nos.
77.	Tea Strainers	4 Nos.
78.	Sizzler Plates	6 Nos.
79.	Spagatti Strainer	2 Nos.
80.	Water Purifier	1 No.
81.	Exhaust	8 Nos.
82.	Insect Killer	3 Nos.
83.	Pasta machine	1 No.
84.	Rolling pins	12 Nos.
85.	Speculla	12 Nos.
86.	Storage Racks	5 Nos.
87.	Fans	As required
88.	Lighting in the kitchen	As required
89.	Gas Piping	As required
90.	Electrical connecting	As required

## FOOD AND BEVERAGES SERVICE SYLLABUS

Topic	PRACTICAL - I	THEORY - I
<b>FOOD AND BEVERAGES SERVICE SYLLABUS</b>	<u>FOOD SERVICE INDUSTRY</u> Production of Hot sectors of F&B department And evaluations of catering industry Of catering establishment	Visit various section of ITI and to become familiar with the Workshop and Institute.
	<u>EQUIPMENT USED IN BAR AND RESTAURANT</u> Cutlery and sizes Crockery and sizes Glassware and capacity Items and furniture And sizes Or En-Scene En-Place Of Waiters cloth	Drawing of various cutlery, crockery and glass ware Identifying cutlery, crockery and glass ware Knowledge about type of equipment to be used with type of fishes
	<u>KNOWLEDGE ABOUT F &amp; B DEPT ARCHY &amp; Job description</u> Es of Restaurant Relationship between waiter-other Dept. Management Guest.	<u>BASIC TECHNICAL SERVICE SKILLS</u> *holding service spoon and fork *Carrying glasses Carrying clean cutlery crockery and flatware *Using of service slaver and tray *Clearing side plates and knife *Clearing accompaniment *Crumbing down.
	<u>FOOD &amp; BEVERAGE SERVICE PERSONAL</u> Ton of a waiter in catering industry & Job description butes of F&B(S) personal relative attitudes	Napkin folds
	<u>ES OF SERVICE/LAYING TABLES</u> Service Sport Sted/Self service Laying of a table Serving at the table	Laying and relaying table cloth Laying and relaying cover Removal of spare cover Waiting at the table Forms and Methods of service Tray carrying Order of table service

<b>Sr.No.</b>	<b>Name of the Item</b>	<b>Qty</b>
1.	Service tables with baize (6* 2 ½ )	As required
2.	Additional chairs	As required
3.	Wash basins	02
4.	Soap dispenser	01
5.	Crockery set for 16 trainees	As required
6.	Glass & jugs (including different types of wine glasses)	As required
7.	Table linen	As required
8.	Side board of 8 tables	As required
9.	2-Storage cupboards,20 sets of tea pots	As required
10.	Coffee pots, sugar pots and milk jugs (silver types)	As required
11.	Service counter	As required
12.	1-tea urn	As required
13.	Cutlery set for 20 trainees as per eleven course menu (silver type)	As required
14.	1-Electric Geyser	01
15.	1-Weighing scale	01
16.	Silver service trays/salver etc.	As required
17.	Sample preparation trolley	As required
18.	Cona Coffee set	As required
19.	1-Refrigerator (Large size)	01
20.	Hot plates for five side boards	As required
21.	Sundry equipment	As required
22.	Rolling black board	As required
23.	Table & chair for 20 trainees (Desk type)	As required
24.	Instructor Cupboard(Godrej) table & chair	As required
25.	1-Range	01
26.	Three tier shelf	As required
27.	3 Swill bin with foot press	As required
28.	Trainee locker (Godrej)	As required
29.	Furniture and furnishings	As required
30.	Bar Counter with mirror & Bar equipment	As required
31.	Water boiler	As required
32.	NCR machine/Computer	As required
33.	One bain marei	As required
34.	Library books	As required
35.	2-Trolley racks	As required

**Basic Front Office Service Operation & accommodation operation/House Keeping  
Theory & Practical - II**

<b>Sr.No.</b>	<b>Practical - II</b>	<b>Theory - II</b>
1.	Ability to execute all job related guest contact in the English language , greeting guests, registration, giving information, selling rooms, dealing with enquiries etc. Ability to hold a simple everyday conversation with guest. Language standard to approved level.	Basic Vocabulary Front Office and accommodation Vocabulary Phonetic alphabet
2.	Standard and Procedures for : Arrivals list Departure list Reservations Room availability Room allocation/Functions Activities Work standards Organisation Timing Cleanliness Personal hygiene, including:	Basic hygiene and Front Office systems Front Office organization and layout The Hotel Industry Housekeeping knowledge Knowledge of
	Clean Skin, hands, hair, Regular hand washing during work Freedom from bodily odour Clean teeth and breath Clean clothing/uniform Covering mouth when sneezing or coughing Covering of cuts, grazes and wounds. Personal appearance factors: Tidy hair Makeup Jewellery Perfumes/lotions	Property Management System(PMS)
	Quality and standards of service: Greeting Advance check-in Checking-in Giving information Checking Out Dealing with special requests Saying goodbye Standard of politeness: Typical dialogue and exchanges	Profile of market and guest history Product range Local knowledge Customer expectations Etiquette.

	Efficiency and courtesy in Telephone techniques Answering and making calls Transferring calls Holding calls Taking messages Distributing messages Effectiveness in selling by telephone Accuracy of reservations by telephone Efficiency in using telephone directories Procedures for basic cleaning and maintenance	Caring for the customer (see Task 3) Basic Hygiene (see Task 2) Basic theories of telecommunications The functioning of the national telephone system. Phonetic alphabet (see Task 1)
	Procedures and sequences for Loading paper Receiving and preparing messages Transmitting	Basic theories of telecommunications. Using of machines: Peak and off-peak Utilization
	messages Legibility Clarity Accuracy of reservation by telex/facsimile Procedures for basic cleaning and maintenance	International hotel and Tourism abbreviations
	Standards for: Arrival by taxi, private car, by foot and other forms of transport Group and individual arrivals Greeting standards Welcome phrase Politeness and etiquette Welcome cards Call guest procedures Providing information/packs Handling guest feed back Advance payment Dinner bookings etc.	Caring for the customer (see Task 3) Hotel markets/customer profiles and guest history Etiquette/politeness. Communication theory including body language.
	Welcoming guests (see Task 6) Procedures for room Rack/computers (When provided) Documentation completed without errors. Accuracy of opening guest account Organisation of check-ins/timing. Standard and procedures for check-ins: Individual (with booking) Group VIP guests Arrivals without bookings Guest History	Caring for the customer (see Task 3) Hotel markets and customer profiles. Sales techniques Product knowledge Front office systems Hall porter function and responsibilities
	Wake up calls Special requests Adequacy of providing information Sequences and effectiveness in selling rooms to guests without reservations	

	<p>Procedures and sequence for the handling of guest keys:</p> <ul style="list-style-type: none"> <li>*Receiving and sorting keys</li> <li>*Issue of keys for:</li> <li>*Guest arrival</li> <li>*Group arrival</li> <li>*Registered Guest</li> <li>*Lost keys</li> </ul> <p>Standard and control for master keys</p>	Hotel security systems
	<p>Procedures for accompanying guests and arrangements for luggage.</p> <p>Quality of:</p> <ul style="list-style-type: none"> <li>*Information given and briefing of guest.</li> <li>*Room check</li> <li>*Communication with bell captain and housekeeping department</li> </ul>	<p>Basic hygiene (see task 2)</p> <p>Quality standards for guest rooms.</p> <p>Location and usages of facilities in each room</p>
	<p>Speed in responding to urgent requests</p> <p>Noting guest requests including special requests</p> <p>Efficiency of implementing requests</p> <p>Follow up procedures</p>	<p>Basic hygiene (See task 2)</p> <p>Front office procedures</p> <p>Local knowledge and government regulations</p>
	<p>Procedure for:</p> <ul style="list-style-type: none"> <li>*Handling incoming and outgoing mail</li> <li>*Sorting guest mail and notifying guests.</li> <li>*Mail before arrival</li> <li>*Mail after departure</li> <li>*Internal mail distribution</li> </ul> <p>Procedures for handling messages.</p> <p>Accuracy of:</p> <ul style="list-style-type: none"> <li>*Writing skills</li> <li>*Guest messages</li> <li>*Filing systems</li> </ul> <p>Promptness of:</p> <ul style="list-style-type: none"> <li>*Delivery of message to guest</li> </ul> <p>Sundry sales</p> <p>Using the telephone (see task 4)</p>	Basic hygiene ( see task 2)
	<p>Procedures and sequence for:</p> <ul style="list-style-type: none"> <li>*Use of microphone</li> <li>*Paging board</li> </ul>	<p>Communications theory</p> <p>Public speaking</p>
	<p>Procedures for the use of safety deposit boxes:</p> <ul style="list-style-type: none"> <li>*Guest cards</li> <li>*Keying system</li> <li>*Boxes/envelopes</li> </ul> <p>Procedures for handling lost property</p>	Security and safe custody systems
	<p>Standards and techniques for handling complaints; listening, recording, understanding guests position and needs.</p> <p>Procedures for:</p> <ul style="list-style-type: none"> <li>*Taking action and follow-up reporting to higher authority</li> </ul>	<p>Caring for the customer (see task 3)</p> <p>Human relations theory</p> <p>Communications theory including body language</p>

	<p>Promptness and accuracy in:</p> <ul style="list-style-type: none"> <li>*Notifying accidents, illness, fire, etc.</li> <li>*Making necessary reports.</li> <li>*Calling for doctor/ambulance, firefighters, police</li> <li>*Taking direct action</li> <li>*House procedures for various emergencies</li> <li>*Effectiveness in preventing and putting out fires</li> <li>*Effectiveness in evacuating the work area and removing guest records (Food, fire, emergency)</li> <li>*Effectiveness in assisting the evacuation of the building</li> </ul>	<p>Elementary physiology, first aid box: medicines and their use.</p> <p>Characteristics of accidents/injuries and corresponding treatment:</p> <ul style="list-style-type: none"> <li>*Common accidents; slipping, falling, scalding, insect bites and stings.</li> <li>*Emergencies; heart attacks, strokes, shock, major loss of blood</li> <li>Life saving techniques: <ul style="list-style-type: none"> <li>*Resuscitation</li> <li>*Mouth to mouth</li> </ul> </li> <li>*Cardiopulmonary (CPR)</li> <li>Fire/smoke: <ul style="list-style-type: none"> <li>*Prevention</li> <li>*Extinguishers and their use</li> <li>*Evacuation</li> </ul> </li> </ul>
	<p>Organization of check-outs/ timing</p> <p>Avoidance of queues:</p> <ul style="list-style-type: none"> <li>*Advance checkouts</li> <li>*Speedy checkouts</li> <li>*Group checkouts</li> </ul> <p>Procedures for preparing and receiving payments of guest bills.</p> <p>Procedures for paying guest bills:</p> <ul style="list-style-type: none"> <li>*Cash</li> <li>*Credit card/approval</li> </ul> <p>Sequence and</p>	<p>Caring for the customer (See task 3)</p> <p>Front office and cashiering systems:</p> <p>Checkout procedures</p> <p>Referral reservation arrangements</p>
	<p>procedure of :</p> <ul style="list-style-type: none"> <li>*Recording check outs</li> <li>*Room rack/Computer</li> <li>*Notifying check outs; cashier, housekeeping;</li> <li>*Left luggage</li> <li>*Luggage clearance system/bell captain</li> <li>*Luggage errand cards</li> </ul> <p>Return of room key</p> <p>Guests who walk out without paying</p>	
	<p>Procedure for :</p> <ul style="list-style-type: none"> <li>*Arranging transportation</li> <li>*Thanking the guest for their stay.</li> <li>*Inquiring about future reservations/return visits</li> <li>*Saying goodbye Guest</li> </ul> <p>Comment cards</p>	<p>Caring for the customer (See Task 3)</p>
	<p>Recording unfinished work</p> <p>Recording special requests</p> <p>Recording expected late arrivals and departures</p> <p>Urgent/important messages to be given</p> <p>Recording special incidents or problems</p> <p>Handling over tidying up (Checking equipments and supplies)</p>	<p>Front office procedures</p>

TOOLS & EQUIPMENTS FOR THE TRADE OF FRONT OFFICE

**Front Office :-**

1. Computer 01
2. Phone \*Intercom \* EPBX 01
3. Filing Rack 01
4. Safe Deposit locker 01
5. Viteny rack 01
6. Keyboard 01
7. Lobby sofa 01
8. Coffee table 01
9. Paintings on walls As required
10. Sign boards 01
11. Information boards 01
12. Lobby manager desk 01
13. Bell boy counter 01
14. Travel desk 01
15. Student locker As required
16. Steel cupboard As required
17. Stationery As required

TOOLS & EQUIPMENTS FOR THE TRADE OF FRONT OFFICE

**Front Office :-**

- |                                   |    |
|-----------------------------------|----|
| 1. Computer                       | 01 |
| 2. Phone *Intercom * EPBX         | 01 |
| 3. Filing Rack                    | 01 |
| 4. Safe Deposit locker            | 01 |
| 5. Viteny rack                    | 01 |
| 6. Keyboard                       | 01 |
| 7. Lobby sofa                     | 01 |
| 8. Coffee table                   | 01 |
| 9. Paintings on walls As required |    |
| 10. Sign boards                   | 01 |
| 11. Information boards            | 01 |
| 12. Lobby manager desk            | 01 |
| 13. Bell boy counter              | 01 |
| 14. Travel desk                   | 01 |
| 15. Student locker As required    |    |
| 16. Steel cupboard As required    |    |
| 17. Stationery As required        |    |

**Basic Computer Application & Basic Hotel Maintenance  
(including Plumbing & Electrical Maintenance)  
Theory & Practical - III**

<b>Topic</b>	<b>KEY POINTS IN TASKS EXECUTION (Practical - III )</b>	<b>RELATED KNOWLEDGE (Theory – III )</b>
<b>Basic Computer Application</b>	Ability to handle basic customer contact, greeting guests, understanding requests Language standard equivalent to approved certifying bodies	Basic vocabulary Housekeeping vocabulary
	Identification of key features of trolley Identification of: *Linen *Cleaning supplies *Equipment and materials *Guest supplies Handling clean linen Correct storage on trolley Use of trolley	Personal and work hygiene Safety Awareness of hotel occupancy
	Quality and standards of service: *Greeting *Advance checking checking in *Giving information *Checking out *Dealing with special requests *Saying goodbye *Standards of politeness typical dialogue and exchanges *Speed and style of service	Profile of the market and guest history Product range Local knowledge Customer expectations Etiquette
	Job procedure and sequence of work Observing safety and security aspects Checking and reporting lost property and maintenance Checking and adjusting: *Air Conditioning *Television/Radio *Lighting, etc. Disposing of rubbish Carrying out trays Bedmaking, handling clean and soiled linen Routine cleaning of: *Furniture and fittings *Walls *Floors *Mirrors *Lights *Ceilings Replenishing guest supplies Vacuuming	Basic Hygienic (see Task 2) Preparing for work (see Task 2) Characteristics of guest supplies (see Task 4) Equipment and materials

	Standards for serviced rooms- cleanliness and preparedness	
	Output standards; time to complete bedmaking and room Notification of rooms ready for servicing; entering room	Basic work hygiene Preparing for work (see task 2) Safety aspects Principles of cleaning
	Job procedures and sequence of work Output standard Routine cleaning standards; bathroom fittings walls, floors, mirrors, lights, shower curtain Standards for serviced bathrooms- cleanliness and preparedness Checking for lost property and maintenance Replenishing guest supplies/linen	
	Job Procedures and sequence of work Difference between the servicing of a check out occupied room Tidying guests belonging bed making, routine cleaning Standards for serviced rooms; cleanliness, preparedness Dealing with a guest who returns while servicing rooms	Basic hygiene personal & work Preparing & setting up for work Principles of cleaning Safety & Security Servicing a checkout and departure room and bathroom
	Job procedure sequence Using and filling in relevant lists	See Task 6
	Job procedure and sequence Notification of rooms ready for	As in all tasks to date
	*Collection *Sending *Returning *Other cleaning services e.g. shoe- shine	
	Job procedures, work sequence Standards of completed public areas-cleanliness and hygiene Scheduling and organization of cleaning-routing and non-routine- slow versus busy periods Safety standards and procedures for potential hazards: *Wet floors *Appliance cords *Unattended equipment and tools Upkeep and cleanliness of indoor plant flowers	Basic work hygiene Preparing for work As in previous tasks

	Emptying trolley Replacing linen Neatly on storage shelves Washing and storing *Cloths *Buckets *Brushes *Wringers *Mops Emptying and replacing vacuum bag Storing vacuum Wiping trolley Tidying pantry; and	Work hygiene S
	washing floor Filling in and submitting room status list	
	Standards of efficiency and courtesy: *Answering and making calls *Taking messages *Transferring calls Procedures for basic cleaning Reporting out of order phones	Basic communications Basic hygiene
	Standards of cleanliness (see task 4) Checking for pests verifying times Routine eradication and control procedures	Basic hygiene Types of pests; characteristics and dangers Insecticides and the characteristics of chemical control Other control procedures Safety
	Standards of cleanliness (see Task 4) Procedure for nothing and reporting stains Procedures and techniques for using stain removers; upholstery, carpets, walls, etc.	Basic and work hygiene Stain removers; characteristics and use Safety and security
	Procedure and sequence for individual task Standard of finish	Basic hygiene Principles of cleaning Preparing and setting up for work
	Correct use of carpet shampoo Correct use of polisher/scrubber	Safety
	Standard procedures for emergencies Promptness and accuracy and accuracy in; *Notifying accident etc. *Making necessary reports *Calling for doctor and ambulance *Fire-fighters *Taking direct action	Elementary physiology, first aid box; medicines and their use. Characteristic of accidents/injuries and corresponding treatment *Common accidents; slipping, falling, scalding, insect bites and stings *Emergencies-heart attacks,

	*Effectiveness in preventing, putting out fires	strokes, shock, major loss of blood. Life saving techniques (resuscitation): *Mouth to mouth *Cardio-pulmonary (CPR) Fire/smoke; prevention, control, extinguishing evacuation.
	Standards and techniques for handling complaints; listening, recording, understanding guest's position and needs Procedures for : *Taking action and follow-up *Reporting to higher authority	Caring for the customer (see Task 3) Human relation theory Communications theory including body language

**Tools & equipments required for the trade of house-keeping**

Towel house-Keeping	12 Nos.
Bed sheets	36 Nos.
Blankets	12 Nos.
Night spread	12 Nos.
Bed covers	12 Nos.
Pillow covers	12 Nos.
Hand towels	12 Nos.
Hand Napkins	12 Nos.
Mattress Protector	12 Nos.
Bath Mats	6 Nos.
Door Mats	6 Nos.
Curtains	24 Nos.
Flower Vase	6 Nos.
Flower Pots	36 Nos.
Slotted angle Racks	3 Nos.
Steel Cupboard	2 Nos.
Student Locker	1 No.
Beds	4 Nos.
Mattress	6 Nos.
Pillows	6 Nos.
Bed side tables	4 Nos.
Sofa chairs	4 Nos.
Sofa	2 Nos.
Coffee table	2 Nos.
Writing cum dressing table	2 Nos.
T. V. Trolleys	2 Nos.
T. V. with cable	2 Nos.
Luggage rack	2 Nos.
Fridge with cabinet	2 Nos.
Channel Music	2 Nos.
Ward Rob	2 Nos.
Balcony chairs with coffee table	4/2
A.C.unit	2 Nos.
Intercom	2 Nos.
Fans	2 Nos.
Column lamp	2 Nos.
Bed side lamp shades on table or wall	4 Nos.
Night lamp	01
Carpet	01
Vacuum cleaner wet & dry	01
Scrubber machine	01
Jet Pressure/Skirting machine Equipment	01
Hand brush	02
Room maid trolley	02
Washing machine	01
Hand press	02
Rollers	02
Irons	02
Ironing Boards	02

## BASIC COMPUTER APPLICATION

Practical - III	Theory - III
<p>Booting the computer, opening windows menu, using the mouse, refresh computer desktop using right click of the mouse, create a directory in xp and linux, format a floppy, create a file using note pad, save the file in floppy, copy the file into hard disk, copy a file from hard disk to floppy, create a directory in floppy, create a directory in hard disk, use my documents, use start menu for opening an application, to open a document recently written, change control panel settings for display, change the volume name of the hard disks using system properties, familiarize with key boards and keys.</p>	<p>Introduction to Computer fundamentals and its parts, familiarizing with disk drives, Booting of a computer system, using the mouse, Right click, left click and use of operating systems like Windows XP, linux, menu system, tool bars, file structures, directories, moving and copying a file from floppy to hard disk, hard disk to floppy disk, creating directories. Formatting floppy disk.</p>
<p>Techniques of changing desktop wall paper, changing desktop screen properties, control panel, user accounts, customizing icons, writing a sample text using notepad, using paint for drawing figures to get accustomed with mouse. Saving a file. Using windows explorer, install a software, remove a software, add new hardware to the system (like a printer, change the system date and time, changing the regional settings of the system like country, currency, date format, using start menu, creating desktop short cuts</p>	<p>Use of desktop, control panel settings, explorer, regional settings, creating shortcuts, use of simple applications like paint, notepad,</p>
<p>Open internet explorer, change the settings in IE, customize internet explorer for default applications, enable cookies, change the security settings, set up an internet connection, user ID and password saving in the computer for future usage, set up outlook express for an e-mail account, setup server authentication settings, receive and send e-mail from the account. Search using Yahoo and Google for certain topics, download a file from the internet, save the download file. Set up the net meeting using MSN or Yahoo messenger</p>	<p>Study of internet explorer, modem, settings in the IE and modem, dial up and broadband connections, outlook express, viewing E-mail from the web site and outlook express, creating e-mail accounts, using search engines, video conferencing, MS chat</p>
<p>Open MS WORD, create a new file, save a file, open an exiting file, save as a text file</p>	<p>Creating sample documents using MS WORD. Text wrapping, text formatting,</p>
<p>type a paragraph, set for left and right margins, change the letters from upper to lower case, vice versa, cut a paragraph, copy a paragraph, setup tab positions, set hanging indents, draw a simple table, insert rows, insert columns, erase rows, erase columns, search the documents for spelling collections, print the letter in a printer attached, in portrait and landscape. Open excel, and workout the following to</p>	<p>changing letters to different case, drawing table, mail merging, page formatting, using different font types, printing a document Using excel as spread sheet, familiarizing with cells, formulae, text, numbers and date, using shortcuts for entering date and numbers in progressive cells, copying formulae, text and numbers, using borders, merging cells, unmerging, changing cell width, row height, printing an area of the sheet, options of</p>

<p>understand the theory commands:</p> <p>Prepare a salary bill for ABC organization with column A for names, column B for basic salary, column C for DA, column D for addition of B &amp; C to get the full salary. Add the column D into a new cell as TOTAL amount.</p> <p>Copy the sheet into sheet 2. Sort the sheet 1 as per names. Sort the sheet 2 as per Total salary.</p> <p>Insert two rows in sheet 1. Merge these rows. Enter heading as salary bill. Use borders and shading for the entire used column.</p> <p>Print the sheet using set print area with margins, and use scale factor for reduction and enlargement. Use portrait and landscape.</p>	<p>printing like fit to paper, shrinking etc. using different in a workbook, changing colors of cells, fonts, text</p>
--	--

#### **Tools, Machinery, equipments, etc.**

<b>Sl.No.</b>	<b>Item</b>	<b>Quantity</b>
1	Pentium IV computer or latest with 512 MB RAM with following accessories DVD combo drive with latest X version, hard disk with 80 GB or above, 17" Monitor, AGP graphics card with 64 mb, 10/100 Ethernet card, Modem	8 Nos.
2	Centralized UPS of 1 KVA capacity or 4 UPS of 500 VA	
3	Laser Printer	1 No.
4	Dot Matrix Printer	1 No.
5	Windows XP operating system	As required.
6	M-S Office 2000	As required
7	Suitable computer tables, computer chairs	As required
8	Tool cabinet and trainees locker	2 each
9	Book Shelf (with glass panel)	1 No.
10	Shoe rack	As required
11	Vacuum cleaner	1 No.
12	Scanner	1 No.
13	Storage almirah	As required

**BASIC HOTEL MAINTENANCE  
(PLUMBING AND ELECTRICAL MAINTENANCE)**

<b>Practical - III</b>	<b>Theory - III</b>
Plumbers Hand tools and equipments. Identification, demonstration and precautions to be observed, their use and care. Cutting of pipes of different metals of different dimensions. Fixing of waste pipe cast iron with suitable bends, with junction jointing with lead and cement.	Safety precautions and elementary first aid. Description of plumbers tools and equipments, care and use of tools, materials used in plumbing. Ferrous metals, cast iron, mild steel & its properties and uses. Non ferrous metals, brass, copper, zinc, lead, tin, solder, gun metal, Teflon tape, & hold tight 7 its uses in plumbing work, white lead and red lead.
Fixing of floor traps, in a bath & kitchen, External threading of G. I. Pipes of various sizes, using pipe die of various sizes up to 50 mm. Simple pipe connection using- G.I. pipes	Fixing of soil pipes, waste pipes, RC pipe with accessories and jointing (using lead and cement) Description of traps, types of traps. Hard & soft water, temporary hardness and permanent hardness of water. Impurities in water, purification of water. Filtering methods of water. Removal of air lock. Tracing out leakages & rectifying the defects. Protection of pipes.
Demonstration on different types of closets, urinals, flushing cisterns, tanks, flush valves, wash basins, water heater (geyser). Maintaining sanitary fitting	Knowledge over water closet – Indian and European, flushing cisterns – high & low level, installation of Automatic tank, flush valve and wash basin, sink, bath tub, installation of water heater, simple knowledge of pipe layout.
One day visit to any construction site (preferably of any Hotel Project) to know the installation of plumbing pipe lines and other internal sanitary installations.	

**II) Tools, Machinery & Equipments**

Sr.No.	Item	Quantity
1	Steel Rule 300 mm graduated in mm and inches	4 Nos.
2	Hack Saw frame, adjustable for 250 to 300 mm	4 Nos.
3	Scriber 200 mm	4 Nos.
4	Centre punch 100 mm	4 Nos.
5	Chisel Cold flat 20 x 250 mm	4 Nos.
6	Hammer ball peen 800 mm grams	4 Nos.
7	Hammer ball peen 300 gms	4 Nos.
8	File flat rough 300 mm	4 Nos.
9	Stillson Wrench 200 & 350 mm	2 Nos.
10	Screw driver 250 mm	4 Nos.
11	Wooden mallet small IS: 2022	4 Nos.
12	Cutting pliers 200 mm IS:3650	4 Nos.

13	Steel tape 10 mtr	2 Nos.
14	Hand vice jaw 50 mm	2 Nos.
15	File flat smooth 200 mm	2 Nos.
16	Pipe vice up to 77 mm grip, IS2587	2 Nos.
17	Stillson pattern Pipe wrench 320 mm to take pipe up to 52 mm	2 Nos.
18	Adjustable spanner, A 375 IS: 1649	1 No.
19	Hand Drill, Electric with chuck , 6 mm cap	1 No.
20.	No:3 Bench vice	2 Nos
21.	Measuring Steel Tape 3 meter	4 Nos.
22.	Dieset ½” ¾ and 1” B.S.P. complete set	2 sets
23.	Dieset cup model BSP 1 ¼” 1 ½ and 2”complete set	2 sets
24.	12” water pump plier	1 No. each
25.	Trowel (Short and long Heart)	1 No. each
26.	Rawl Gumper of sizes 14”, 16” and 18”	2 Nos
27.	Pocker	1 No.
28.	Sledge Hammer 1 ½ lbs and 2 lbs	2 Nos.
29.	Tubular Box Spanner to suit 15 mm, 20 mm and 32 mm.	1 No each

\*\*\*\*\*