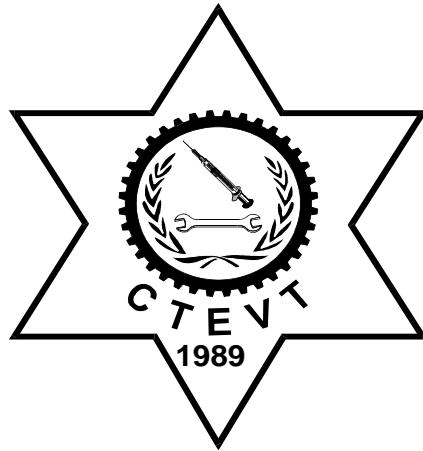


CURRICULUM
Technical School Leaving Certificate
Hotel Management
(Apprenticeship Programme)



Council for Technical Education & Vocational Training (CTEVT)

Curriculum Development Division

Sanothimi, Bhaktapur

2018

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Introduction:

This curriculum is designed to produce entry level human resources in the field of Hotel Management. The graduates will be equipped with required knowledge, skills and attitude necessary for this level of technicians to meet the demand of the hospitality industry in the country and abroad. It especially focuses on the practical classes to make students competent to work as an assistant level technical staff in any department of a hotel. It also imparts skill and knowledge to make students able to operate a small scale hotel by their own.

This course is based on practical exposure in different areas as required. In every subject, topical explanations will be followed by demonstrations by instructors and in all tasks, trainees will be asked to practice by themselves through do-it-yourself/hands-on exercises so that they can internalize what they learn in the classroom.

This curriculum will be implemented as an apprenticeship module. First fifteen weeks classes are conducted in training institutes, where theoretical knowledge in classroom and basic practical skills in lab will be provided. After completing the fifteen weeks classes in training institution, students are placed in hospitality industries for 78 weeks (5 days a week and 8 hours a day) for real practice and bringing them in training institution for 1 day a week, where they will get some theoretical and practical exposure. At the end of 78 weeks industrial practice students are bring in training institution for revision and exam preparation for 4 weeks as block release.

Admitted trainees will have the three parties training agreement among trainees, sponsoring industries and training institute. The Agreement terms and conditions will be implemented during the whole training period.

Course Title:

TSLC in Hotel Management (Apprenticeship Programme)

Aim:

The aim of this programme is to produce entry level workforce equipped with skills, knowledge and attitude in the field of hotel Management and they will be able to work efficiently and effectively in major 4 departments of hotels and overall management of a small scale hotels.

Objectives:

The main objective of this program is to produce human resource that will be able;

- To manage and/or operate small scale hotel/lodge/restaurant.
- To get employment in the hospitality industries within the country and abroad.
- To perform required skills for major 4 departments in hotel including; Food Production, Food and Beverage Service, Front Desk and Housekeeping Departments.
- To understand the hospitality communicative language required for hospitality industries.

Course Duration

This course will be completed within 24 months after the enrolment in a formal setting. The total hours for the course will be 4378 hours within 24 months (2 years). Pre-training course (maximum

15 weeks) and at the last month of the whole course Block Released Training (maximum 4 weeks) programme will be conducted in the training institute where as industrial practice & related skills will be learned in the related sponsoring industries.

The details of the course duration is as follows;

A. Institute Based Instruction:	1258 hours
• Pre training course:	15 weeks (600 hours)
• One day/week for 78 weeks:	78 days (498 hours)
• Block Released:	4 weeks (160 hours)
B. Industry Based Training (Hands on Practice):	3120 hours
• F&B Service Department:	8 weeks (320 hours)
• Food Production & Patisseries Department:	12 weeks (480 hours)
• Housekeeping Department:	8 weeks (320 hours)
• Front Office Department:	8 weeks (320 hours)
• Specialization in Any Department:	42 weeks (1680 hours)

Entry Criteria:

Individuals with following criteria will be eligible for this program:

- SEE with any grade and any GPA (Since 2072 SLC).
- SLC appeared (Before 2072 SLC).
- Nepali citizen above 16 years of age.
- Pass entrance examination administered by CTEVT.
- Candidates will be selected on the merit basis of entrance examination.
- Selected merit candidates will be interviewed jointly by industries and training institute.
- Candidates should pass the interview.
- Should be mentally & physically fit for training course.

Group size:

The group size of this program will be not more than 40.

Medium of Instruction:

The medium of instruction will be in English and/or Nepali language.

Pattern of Attendance:

The students should have 80% attendance in theory classes and 90% in practical/ performance to be eligible for internal assessments and final examinations.

Instructors' Qualification

- Bachelor degree in the related field or Diploma in the related field with three years' experience
- Good communicative/instructional skills
- Experience in the related field

Teacher and Student Ratio:

- Overall ratio of teacher and student must be 1:10 (at the institution level).
- Teacher and students ratio for theory class should be as per nature of classroom
- Teacher and student ratio for practical should be 1:10
- Minimum 75% of the teachers must be fulltime.

Instructional Media and Materials:

The following instructional media and materials are suggested for the effective instruction, demonstration and practical.

- Printed media materials (assignment sheets, handouts, information sheets, individual training packets, procedure sheets, performance check lists, textbooks etc.).
- Non-projected media materials (photographs, flip chart, poster, writing board etc.).
- Projected media materials (multimedia).
- Computer-based instructional materials (computer-based training, interactive video etc.)
- Food commodities, kitchen tools and equipment.

Teaching Learning Methodologies:

The methods of teaching for this curricular program will be a combination of several approaches such as illustrated lecture, group discussion, demonstration, guided practice, practical experiences, tutoring and other independent learning.

- Theory: lecture, discussion, assignment, group work.
- Practical: demonstration, observation and Self-practice.
- Industrial Practice: real practice under the supervision of Industrial Supervisor.

Evaluation Details:

- The distribution of marks for theory and practical tests will be as per the marks given in the course structure of this curriculum for each subject. Ratio of internal and final evaluation is as follows:

S.N.	Particulars	Internal Assessment	Final Exam	Pass %
1	Theory	50%	50%	40%
2	Practical	50%	50%	60%
3	Industrial Practice	100%		60%

- There will be three internal assessments conducted by institute and one final examination in each subject at the end of the programme. Moreover, the mode of assessment and examination includes both theory and practical or as per the nature of instruction as mentioned in the course structure.
- Every student must pass every internal assessment to appear the final exam.
- Continuous evaluation of the students' performance is to be done by the related instructor/trainer/industrial supervisor to ensure the proficiency over each competency under each area of a subject specified in the curriculum.
- Performance evaluation of industrial practice should be done by the related industrial supervisor.

Grading System:

The grading system will be as follows:

<u>Grading</u>	<u>Overall marks</u>
Distinction	80% or above
First division	75% to below 80%
Second division	65% to below 75%
Third division	Pass aggregate to below 65%

Certificate awarded:

The Council for Technical Education and Vocational Training will award certificate of “**Technical School Leaving Certificate in Hotel Management**” to those students who successfully complete the requirements as prescribed by the curriculum.

Career Path:

The graduate will be eligible for the position equivalent to Non-gazetted 2nd class/level 4 (technical) in the government related organizations or as prescribed by the Public Service Commission of Nepal or the concerned authorities (hospitality industries) of the Republic of Nepal.

Course Structure								
S. N	Subjects	Nature	Hours/ Week			Total Hours		
			T	P	Total	T	P	Total
A.	Institute based Training (3.5 Months or 1 to 15 Weeks)							
1.	Hospitality Communicative English	T+P	2	2	4	30	30	60
2.	Introductory Tourism and Hospitality	T	3	0	3	45	0	45
3.	Food and Beverage Service & Operations	T+P	3	3	6	45	45	90
4.	Food Production and Patisseries	T+P	3	5	8	45	75	120
5.	Housekeeping Operations	T+P	3	3	6	45	45	90
6.	Front Office Operations	T+P	3	3	6	45	45	90
7.	Occupational Health, Safety and Hygiene	T+P	2	0	2	30	0	30
8.	Computer Application	T+P	1	4	5	15	60	75
	Sub Total of A		20	20	40	300	300	600
B.	Institute Base Class Every weeks one day (16 to 93 weeks) 78 days							
1.	Hospitality Communicative English	T+P				15	15	30
2.	Food and Beverage Service & Operations	T+P				33	33	66
3.	Food Production and Patisseries	T+P				33	159	192
4.	Housekeeping Operations	T+P				33	33	66
5.	Front Office Operations	T+P				33	33	66
6.	Entrepreneurship Development	T+P				30	48	78
	Sub Total of B					177	321	498
C.	Industrial Practices (16 to 93 week) 78 weeks)							
1.	Food and Beverage Service & Operations (8 weeks)	P					320	320
2.	Food Production and Patisseries (12 weeks)	P					480	480
3.	Housekeeping Operations(8 weeks)	P					320	320
4.	Front Office Operations (8 weeks)	P					320	320
5.	Any/all four Departments as per the requirement of hotel and interest of the students (42 weeks)	P					1680	1680
	Sub Total of C						3120	3120
D.	Block Release (4 weeks - 94 to 97 week)	T+P				80	80	160
E.	Exam Preparation and Final Exam (98 to 104 Week)							
	Grand Total					557	3741	4378

Evaluation Scheme

S. N.	Subjects	Nature	Total Hours			Full Marks		
			T	P	Total	T	P	Total
A.	Institute base Training (15 Weeks + 1 day/week for 78 weeks)							
1.	Hospitality Communicative English	T+P	45	45	90	25	25	50
2.	Introductory Tourism and Hospitality	T	45	0	45	25	0	25
3.	Food and Beverage Service & Operations	T+P	78	78	156	50	50	100
4.	Food Production and Patisseries	T+P	78	234	312	50	100	150
5.	Housekeeping Operations	T+P	78	78	156	50	50	100
6.	Front Office Operations	T+P	78	78	156	50	50	100
7.	Occupational Health, Safety and Hygiene	T+P	30	0	30	25	0	25
8.	Computer Application	T+P	15	60	75	0	50	50
9.	Entrepreneurship Development	T+P	30	48	78	20	30	50
	Sub Total		477	621	1098	295	355	650
S. N.	Subjects	Nature	Total Hours			Full Marks		
			T	P	Total	T	P	Total
B.	Industrial Practices (16 to 93 week) 78 weeks)							
1.	Food and Beverage Service & Operations (8 weeks)	P		320	320		150	150
2.	Food Production and Patisseries (12 weeks)	P		480	480		200	200
3.	Housekeeping Operations (8 weeks)	P		320	320		150	150
4.	Front Office Operations (8 weeks)	P		320	320		150	150
5.	Any/all four Departments as per the requirement of hotel and interest of the students (42 weeks)	P		1680	1680		700	700
	Sub Total			3120	3120		1350	1350
C.	Block Release (4 weeks @ 40 hrs/week)	T+P	80	80	160			
	Grand Total		557	3821	4378	295	1705	2000

Hospitality Communicative English

Total hours: 90

Theory: 45

Practical: 45

Course Description

This course aims to impart basic communication knowledge and skill to speak and write. This course covers grammar in English language and conversation language so as to have better competency in writing understanding a text and correct use of English in everyday life.

Course Objectives

After the completion of this course the student will be able to;

1. Familiar the student with the basic of writing using the correct form of tense and other aspect of English grammar.
2. Get more exposure to the language in practical life.
3. Explore the potential in learning through literature and developing creativity.
4. Write independently.

Course content

S. N.	Task statement	Related technical knowledge	Theory	Practical
1.	Perform everyday functions	<ul style="list-style-type: none">• Greeting• Welcoming• Introductions• Thanking• Taking leave or farewells• Expressing good wishes• Apologizing	6 hours	8 hours
2.	Present everyday activities	<ul style="list-style-type: none">• Asking about everyday activity• Asking about trouble/ problems• Asking about health /physical state• Asking about thought and feeling• Expressing enthusiasm/ excitement	6 hours	8 hours
3	Identify the tense auxiliary verbs, voices, use of preposition and conjunction	<ul style="list-style-type: none">• Tense aspect; General aspect of present, past, and future tense and their uses• Auxiliary verbs and the specific uses of model auxiliary verbs• Change active voice into passive• Use of preposition• Use of conjunction	8 hours	4 hours
4	Identify the sequence of writing	<ul style="list-style-type: none">• Describing people and places• Reading and writing comprehension• Note taking and summary writing• Memo writing and writing paragraph	10 hours	10 hours

5	Identify the writing skills	<ul style="list-style-type: none"> • Technical terms (common technical terms) • Writing letters (personal and social letter, resume /bio-data, application letters, business letters) • Writing instruction • Writing dialogues • Writing report 	15 hours	15 hours
		Total	45 hours	45 hours

PRACTICAL

45 hrs.

Unit 1: Conduct communication practice in everyday function. Group presentation – 5 times (Student will be divided into small group (5 members in each group) for presentation. However, each member of group has to present within the allocated time of every group) 8 hrs.

Unit 2: Conduct role play- 2 times (students will be divided into different groups and perform the task within the allocated time.) 8 hrs.

Unit 3: Practice oral and written way of grammar in a given time (Divide student and give different task of grammar). 4 hrs.

Unit 4: Practice hearing and listening (student will be given evaluated orally the topic of the unit. 10 hrs.

Unit 5: Perform individual presentation- (Each student will be given a topic of presentation related to the course.) 15 hrs.

Introduction to Tourism and Hospitality

Total: 45 hrs
Theory: 45 hrs
Practical: hrs

Course Description:

This course provides basic knowledge on tourism and hospitality industries. Tourism and hospitality industry is rapidly becoming one of the largest industries in the world. This course focuses on the nature of tourism and hospitality industries and their service sectors.

Course Objectives

After the completion of this course, the student will be able to:

1. Define the tourism and explore the major concepts in tourism
2. Explain the types and importance of tourism
3. Discuss the evolution of tourism
4. Explain the tourism components
5. Explain the types of tourist
6. Name the tourism organizations
7. Explain historical background of hospitality industries
8. Explain the service nature of hospitality industry
9. Classify the hospitality industries
10. Know about different hospitality business and their segments
11. Explain the functions of different outlets of hotels

Section 1: Tourism

Unit 1: Introduction to tourism

8 hours

- 1.1 Concept and meaning of tourism & tourist
- 1.2 Types of tourism (domestic, international)
- 1.3 Importance of tourism
- 1.4 Cost and benefits of tourism
- 1.5 Types of tourist (explorer, elite, off-beat, incipient mass, mass, charter)
- 1.6 Evolution of tourism in Nepal
- 1.7 List of national & international tourism organization

Unit 2: Components of tourism

4 hours

- 2.1 Attraction
- 2.2 Accessibility
- 2.3 Accommodation and Catering
- 2.4 Amenity

Unit 3: Travel behavior

4 hours

- 3.1 Travel motivator
- 3.2 Travel barrier
- 3.3 Stages of tourist journey

Section 2: Hospitality

Unit 1: Hospitality industry

6 hours

- 1.1 Introduction
- 1.2 Nature
- 1.3 Career Prospects
 - 1.3.1 Internship & its importance
 - 1.3.2 Apprenticeship in hospitality and its importance

Unit 2: Catering

5 Hours

- 2.1 Introduction
- 2.2 Classification
- 2.3 Scope and role of catering in hospitality

Unit 3: Hotel industry

10 hours

- 3.1 Introduction
- 3.2 Evolution (national)
- 3.3 Classification
- 3.4 Organization chart
- 3.5 Major departments and its functions
- 3.6 Inter-departmental relation

Unit 4: Customer service skill

5 hours

- 4.1 Customer satisfaction
- 4.2 Complaint and its types
- 4.3 Complaint handling

Unit 5: Work Ethic

3 hours

- 5.1 Definition
- 5.2 Importance
- 5.3 Factors determining good work ethic

Food and Beverage Service & Operations

Total: 156 hours
Theory: 78 hours
Practical: 78 hours

Course Descriptions:

This course is designed for the students of Technical SLC in Hotel Management under CTEVT, to expose students for restaurant and bar service to enhance the students by developing their technical, practical and professional skills to allow them to function with minimum supervision.

Course Objectives:

Upon completion of this subject, the student will be able to:

1. Outline the different types of food service organizations
2. Describe staffing structures for various catering establishments
3. Discuss the qualities of good food service staff and their responsibilities to the customer,
4. List the duties to be carried out by the restaurant staff.
5. Describe the inter-relationship of the food and beverage department with other departments within the establishment.
6. Prepare Mise en Place and Mise en Scene in various outlets.
7. Describe menu and its types.
8. Serve and clearance food and beverage service in various F&B outlets.
9. Handle the guest complains.

Course Contents

Unit 1: Introduction

12 hrs

- 1.1. Introduction to catering industry.
- 1.2. Catering business and its importance in tourism industry.
- 1.3. Development of catering industry.
- 1.4. Types of catering establishment.
 - 1.4.1. Welfare
 - 1.4.2. Commercial
 - Restaurant
 - Bar
 - Banquet
 - ODC
 - Night clubs
 - Discotheque
- 1.5. Job prospects and careers in the Catering industry
- 1.6. Relationship of Food and Beverage Personnel with
 - 1.6.1 Customer
 - 1.6.2 Kitchen
 - 1.6.3 Other related departments

Unit 2: Organization of Food and Beverage Department

12 hrs

- 2.1. Organization chart of food and beverage service department of hotel
- 2.2. Duties and responsibilities of service executives and staff
 - 2.2.1. F&B Manager
 - 2.2.2. Outlet Manager
 - 2.2.3. Outlet Supervisor
 - 2.2.4. Captain/Head Waiter
 - 2.2.5. Waiter
 - 2.2.6. Busboy
 - 2.2.7. Sommeliers
 - 2.2.8. Bartender
- 2.3. Various Food and Beverage outlets
- 2.4. Basic attributes of Food and Beverage service personnel

Unit 3: Familiarization with Restaurant Operating Tools and Equipment:

6 hrs

- 3.1. Different types of tableware
 - 3.1.1. Cutlery
 - 3.1.2. Crockery
 - 3.1.3. Silverware
 - 3.1.4. Flatware
 - 3.1.5. Hollowware
 - 3.1.6. Glassware
- 3.2. Different types of equipment
 - 3.2.1. Bain Marie
 - 3.2.2. Plate warmer
 - 3.2.3. Hot plate
 - 3.2.4. Microwave oven/Salamander
 - 3.2.5. Ice cream machine
 - 3.2.6. Coffee machine
 - 3.2.7. Juicer, Mixer, Grinder
 - 3.2.8. Toaster
 - 3.2.9. Waffle machine
 - 3.2.10. Ice cube machine
 - 3.2.11. Side board
 - 3.2.12. Dish/glass washing machine (Single tank/Flight type)
- 3.3. Special equipment
 - 3.3.1. Gas stove
 - 3.3.2. Nut cracker
 - 3.3.3. Grape scissors
 - 3.3.4. Oyster Fork & Pick
 - 3.3.5. Caviar Knife
 - 3.3.6. Lobster Pick
 - 3.3.7. Snail dish, fork and tong
 - 3.3.8. Asparagus Tong
 - 3.3.9. Pizza cutter

- 3.3.10 Ice-cream Scoop
- 3.3.11 Chaffing dish
- 3.3.12 Cigar cutter
- 3.3.13 Wine/can/crown-cap openers
- 3.3.14 Gueridon equipment
- 3.4. Different types of restaurant linen, their exchange (linen log) and requisition system
- 3.5. Different types of Furniture
 - 3.5.1 Table
 - 3.5.2 Chair
 - 3.5.3 Side board

- Unit 4: Preparation of the restaurant** 6 hrs
- 4.1. Mis-en-place
 - 4.2. Mis-en-scene
 - 4.3. Rules while laying linen
 - 4.4. Introduction of cover
 - 4.4. Different types of cover
 - 4.5. Rules while laying cover
 - 4.6. Useful tips for Food/Beverage service
 - 4.7. Restaurant vocabulary – English and French
 - 4.8. Briefing, de-briefing and its importance
 - 4.9. Restaurant opening and closing duties of service staff
 - 4.10. Pantry and its Setting
 - 4.11. Still room, its uses and setting

- Unit 5: Meals and Menu** 12 hrs
- 5.1. Meals of the day
 - 5.2. Meal Plan/meal period
 - 5.3. Introduction of menu
 - 5.3.1 Functions of menu
 - 5.3.2 Menu structure on the basis of French Classical menu
 - 5.3.3 Different types of menus
 - Table d’hote,
 - A’la carte
 - Others: Function menu, Cyclic menu, Set Menu, Plat du jour, Carte du jour
 - 5.4. Introduction of Break-fast
 - 5.4.1. American Breakfast
 - 5.4.2. Continental Breakfast
 - 5.4.3. English Breakfast
 - 5.4.4. Indian Breakfast
 - 5.4.5. Nepali Breakfast

Unit 6: Guest service

6 hrs

- 6.1. Sequence of service
- 6.2. Different forms of service
 - 6.2.1. Self-service
 - Cafeteria Service
 - Counter service
 - Buffet service
 - 6.2.2. Table service
 - Pre-Plated /American service
 - Platter to Plate/English service
 - Russian service
 - French/Family service
 - Room service
 - 6.2.3. Assisted Service
 - Banquet Service
 - Types of banquet set-up.
 - 6.2.4. Factors influencing the Style of service
 - 6.2.5. Complain
 - Meaning
 - Reasons
 - Handling complaints

Unit 7: Bar and beverage studies.

24 hrs

- 7.1. Introduction to Bar
- 7.2. Equipment/utensils used in bar
- 7.3. Duties of a Bar Tender
- 7.4. Essential attributes of bar tender
- 7.5. Definition of beverage
- 7.6. Classification of beverage
 - 7.6.1. Non-alcoholic Beverage
 - Stimulating Beverage
 - Nourishing Beverage
 - Refreshing Beverage
 - Natural beverage
 - 7.6.2. Alcoholic Beverage
 - 7.6.2.1. Fermented beverage
 - Introduction of wine
 - Different types of wine (Still, Sparkling, Fortified, Aromatized)
 - Famous wine producing countries (France, Italy, Germany)
 - Wine and food Harmony

7.6.2.2. Beer

- Introduction of beer
- Types of beer
- Alcoholic strength of beer
- Famous brand name of beer
- Common faults in Beer

7.6.2.3. Distilled spirits

- Introduction to Distillation
- Various types of Distilled Spirits
- Whiskey/ Whisky: Brief Introduction, its types, alcoholic strength, and Service Standard
- Brandy: Brief Introduction, its types, alcoholic strength, and Service Standard
- Vodka: Brief Introduction, its types, alcoholic strength, and Service Standard
- Gin: Brief Introduction, its types, alcoholic strength, and Service Standard
- Tequila: Brief Introduction, its types, alcoholic strength, and Service Standard
- Rum: Brief Introduction, its types, alcoholic strength, and Service Standard
- Liqueur: Brief Introduction, its types, alcoholic strength, and Service Standard

7.6.2.4. Compound Alcoholic Beverage

- Liqueurs
- Bitters

7.6.2.5. Cocktails and Mocktails

- Ingredients of cocktails and mock tails
- Components of cocktail (Base, modifying , coloring and garnishing agent)
- Methods of cocktails making.(Stirred, Shaken, Built and Blended)

Practical

78 hours

Skills	Activities to be Perform
1. Identify tools and equipment	<ul style="list-style-type: none"> • Identify crockery, cutlery, hollowware and other equipment.
2. Wipe and store service ware	<ul style="list-style-type: none"> • Wipe and store crockery, cutlery and hollowware.
3. Prepare for Still room	<ul style="list-style-type: none"> • Perform mise-en-place for still room.
4. Perform sideboard set-up	<ul style="list-style-type: none"> • Prepare sideboard for service
5. Attend briefing	<ul style="list-style-type: none"> • Attend and discuss briefing.
6. Exchange linen	<ul style="list-style-type: none"> • Maintain linen Log book.
7. Perform napkin fold	Fold napkins <ul style="list-style-type: none"> • Candle • Bishop's hat • Standing fan • Pyramid

	<ul style="list-style-type: none"> • Opera House
8. Lay table cloth	<ul style="list-style-type: none"> • Set-up restaurant tables with table cloth
9. Handle tray/plate	<ul style="list-style-type: none"> • Handle tray with single hand (left hand) • Carry three food plates
10. Perform cover set-up	Set-up the cover <ul style="list-style-type: none"> • A la carte • Table d'hote
11. Change ashtray	<ul style="list-style-type: none"> • Replace used ashtray with fresh one
12. Perform guest receiving procedure	<ul style="list-style-type: none"> • Greet, receive and seat the guest
13. Present menu and take order	<ul style="list-style-type: none"> • Present the menu • Take order on KOT/BOT
14. Serve and clear meal	<ul style="list-style-type: none"> • Serve the pre-plated meal • Perform clearance.
15. Perform silver service	<ul style="list-style-type: none"> • Serve food from platter to plate
16. Perform room service	<ul style="list-style-type: none"> • Handle telephone • Set-up tray
17. Perform banquet set-up	Set-up for banquet function <ul style="list-style-type: none"> • U-shape • Theatre style • Round table arrangement • Crescent arrangement • Board room style • Prepare Frill
18. Perform billing and farewell to guest	<ul style="list-style-type: none"> • Prepare and present bill • Settle payment with different mode (Cash, Credit card, voucher)
19. Handle Complain	<ul style="list-style-type: none"> • Handle complain of guest (Role play)
20. Serve wine	Serve different wines: <ul style="list-style-type: none"> • White • Red • Rose • Sparkling
21. Prepare and serve tea/coffee	<ul style="list-style-type: none"> • Set-up tea/coffee pots, present, prepare and serve
22. Serve beer	<ul style="list-style-type: none"> • Carry bottle using tray • Open and serve beer
23. Prepare cocktails	Prepare various cocktails <ul style="list-style-type: none"> • Whisky based

	<ul style="list-style-type: none"> • Rum based • Gin based • Vodka based • Brandy based • Tequila based • Other mixed cocktails
24. Prepare mocktails	Prepare mocktails <ul style="list-style-type: none"> • Mango dango • Cinderella • Virgin Mojito • Virgin Mary

Reference Books:

1. Gopal Singh Oli & B. B. Chhetri; *Hotel Management, Principles and Practices*, Buddha Publications, Kathmandu (Part-I & II)
2. Ram Hari Lamichhane & Deepak Prasad Poudel, **A Text Book on Food & Beverage Service**, CTEVT
3. Sudhir Andrews, **Food and Beverage Service Training Manual**, Tata McGraw Hill Education Private limited New Delhi
4. Ghimire A. & Shrestha S. K. *Hotel Management an Introduction*, Ekta Books Distributors, Kathmandu
5. **Food and Beverage Service**, Dennis Lillicrap book powered copy

Food Production and Patisserie

Total: 312 hours
Theory: 78 hours
Practical: 234 hours

Course Description

This course provides basic knowledge and skills of food production and patisserie require for the operation of any kind of hotel and catering establishment. Moreover, this course imparts skills on continental cuisine, Nepalese cuisine, Indian cuisine and Chinese cuisine.

Course Objectives

After the completion of this course, the student will be able to:

1. Explain the kitchen, its organization structures and job responsibilities of staffs.
2. Define cooking, its heat applications, and methods of cooking.
3. Explain the food commodities used to prepare various dishes.
4. Explain the kitchen foundations including stock, soup, sauces, accompaniment, salad & dressing and garnish.
5. Prepare the basic continental, Nepali, Indian and Chinese cuisines.

Contents

Unit 1: Introduction to Kitchen

8 hours

- 1.1 Explain the kitchen and its types.
- 1.2 Kitchen terms and terminologies
- 1.3 Explain kitchen brigade. (small, medium and large hotel)
- 1.4 Duties and responsibilities of kitchen personnel.
- 1.5 Traits and attributes of kitchen personnel.
- 1.6 Tool and equipment's used in modern commercial kitchen establishment.

Unit 2: Cooking

7 hours

- 2.1 Discuss about Heat application (conduction, convection and radiation)
- 2.2 Define cooking and its aims, objectives.
- 2.3 Explain the methods of cooking with its basic rules.

Unit 3: Food Commodities

20 hours

- 3.1 Explain the food commodities and ingredients used in cookery.
- 3.2 Define, types, uses and storage of:
 - Cereals and flours
 - Fruits and nuts
 - Herbs and spices
 - Milk and dairy products
 - Sugar
 - Fats and oils
 - Eggs

3.3 Definition, types, cuts and uses of:

- Vegetables
- Fish and shellfish
- Egg
- Pork and pork products
- Milk and milk products
- Lamb/mutton
- Poultry
- Beef

3.4 Definition of raising agents and its types. (yeast and baking powder)

3.5 Definition of pasta and its types.

Unit 4: Foundation of Cooking

25 hours

4.1 Definition of Stock, types and uses

4.2 Definition of thickening agents and its types.

4.3 Definition of soup and its types.

- Service consideration of soup.

4.4 Define sauce and explain about six basic mother sauces.

- Explain the quality and uses of sauce in cookery.

4.5 Definition of salad and its types.

4.6 Definition of dressing and its types and uses.

4.7 Definition of accompaniments, garnishes and their uses.

4.8 Definition of sandwich and Burger, its types and accompaniment.

Unit 5: Explain the Basic Cuisines:

8 hours

5.1 Continental cuisine (introduction, features, equipment and ingredients used)

5.2 Nepali (introduction, features, equipment and ingredients used)

5.3 Oriental cuisines (introduction, features, equipment and ingredients used)

Unit 6: Bakery and Patisserie

5 hours

6.1 Introduction to bakery and patisserie section of kitchen department.

- Principles of baking.

6.2 Explain about bread making.

- Dough and its types
- Explain ingredients used in bread making.

6.3 Discuss about paste and its uses in bakery.

Unit 7: Guidelines for Food Preparation

5 hours

7.1 Explain about mise-en-place in kitchen.

7.2 Discuss about the storage and handling practice of cooked and raw foods in kitchen.

7.3 Explain about the serving and portioning of food items to be served.

7.4 Explain about standard recipe and cost control.

Practical

234 hrs

1. Identify Tools and equipment. (large, mechanical and small)
2. Conduct different vegetables cutting techniques.
3. Prepare white and brown stock. (Vegetables stock, Chicken stock, Lamb/Mutton and Fish)
4. Prepare basics Mother Sauces. (Mayonnaise, Tomato, Hollandaise, Veloute, White and Brown sauce)
5. Prepare Different Types of Soup. (Consommé, Broth, Cream, Puree, Veloute, Minestrone, Hot and sour, Tomato)
6. Prepare Salads. (Single, Compound and Tossed: Green salad, Kuchumber, Russian, Waldorf, Nicoise, Greek and Hawaiian)
7. Prepare Dressing. (Mayonnaise, Vinaigrette, Cream and Yoghurt based)
8. Prepare Sandwich. (Open, Closed, Grilled and Club)
9. Prepare Burger. (Vegetables, Beef and Chicken)
10. Prepare Nepalese Breakfast. (Sel roti, Phaparko roti, Tibetan bread, Bara, Aaluko tarkari, Mixed tarkari, Teel ko chutney, Beaten rice and milk, tea, Bhuteko makai, Fresh fruits and juices)
11. Prepare Indian Breakfast Items. (Samosa Tarkari, Puribhaji, Chholebhataura, Parautha, lassi, Dosa idly, Sambar)
12. Prepare Continental Breakfast Items. (Cereals, Breads, Egg preparation, Hash brown potato, Grilled tomato, Baked beans, Sausages, Ham and Bacon)
13. Prepare Main Courses. (Spaghetti with Bolognese sauce, Chicken/lamb Stews, Pepper Steak, Chicken a la king, Grilled fish with lemon butter sauce, Grilled Chicken with Mushroom sauce, Baked fish with Hollandaise sauce, Chicken Stroganoff, Vegetables au gratin, Fried rice, Penne Carbonara, Vegetables Manchurian, Nasi Goreng, Khasiko ledovedo, Jhogi bhaat, Daal, Dheedo, Chicken tika masala, Chicken tandoori, Chicken biryani, Butter naan, Mutton Roghan josh)
14. Prepare Sweet Items. (Banana Fritter, Jerry, Rasgula, Shahi Tukra, Gajarko Halwa, Kheer, Sewoi Kheer, Fruits custard, Chocolate puddings, Mixed fruits salad)
15. Prepare Bakery and Confectionary Items. (Buns, Rolls, Bread loaf, Bread Stick, Dough nut, Muffins, Fruits cake, Brownie, Cookies, Apple pies, Fruit tart, Cream caramel, Black forest cake, Pineapple cake)
16. Prepare Snacks Items. (Pizza, Momo, Chowmein, Springs rolls, Chicken chilly, Chicken sate, Meat balls, Potato chilies, Chicken Shashlik, Vegetables tempura, Sandwiches, Burger, Khaja set)

Housekeeping Operation

Total: 156 hours
Theory: 78 hours
Practical: 78 hours

Course Description

This course provides knowledge and skills on Housekeeping operation and Management. It provides knowledge on Co-ordination, Laying out, Department organization, Cleaning agent, materials, supplies and equipment, and different services. It imparts skills on cleaning, polishing, Room setting and laying including equipment handling.

Course Objectives

After the completion of this course, the student will be able to:

1. Classify the hotels based on different criteria.
2. Appreciate the placement of house-keeping as an important support department in the organization of hotel.
3. Assess the scope of house-keeping in establishments other than hotels.
4. Identify the various kinds of beds, mattresses and bedding and discuss their maintenance and cleaning.
5. Understand working procedure of linen & uniform room.
6. Know public area management & service.
7. Perform cleaning and arrangement activities.
8. Provide laundry service.
9. Describe, key controls and different form and formats use in the department.

Course Contents:

Unit 1: Introduction to Housekeeping

16 hrs

- 1.1. Describe housekeeping, housekeeping department and its importance & Function.
- 1.2. Describe the Role of housekeeping in hotel.
 - 1.2.1. Importance of Housekeeping
 - 1.2.2. Describe the sections of the housekeeping department, their functions and layout.
 - 1.2.3. Discuss the chain of command of housekeeping in large medium and small hotel.
 - 1.2.4. Explain the attributes of staff.
 - 1.2.5. Describe Job Description and Job Specification.
 - 1.2.6. Describe the co-ordination with other departments like Front office, Engineering, F& B, Security, Purchase, HRD, Accounts.
- 1.3. Forms/formats/slips/registers used in House Keeping Department.
 - 1.3.1 Maintenance order slip
 - 1.3.2 Work order slip
 - 1.3.3 Weekly cleaning register
 - 1.3.4 Room report form
 - 1.3.5 Register for guest messages

- 1.3.6 Baby-sitter register
- 1.3.7 Guest supplies control register
- 1.3.8 Room checklists file
- 1.3.9 Carpet shampooing register
- 1.3.10 Store requisition form
- 1.3.11 Room occupancy reports file
- 1.3.12 Log book
- 1.3.13 Room Linen control form

Unit 2: Guest Rooms & Public Area

8 hrs

- 2.1 Describe guest room.
- 2.2 Describe the types of guest rooms.
- 2.3 Describe guest room & bathroom supplies.
 - 2.3.1 Its importance.
 - 2.3.2 Proper place.
- 2.4 Describe the amenities & facilities for VIP guest rooms.
- 2.5 Describe different types of bed with size.
- 2.6 Introduction Public Area & upkeep of management.

Unit 3: Cleaning Equipment and Cleaning Agents

12 hrs

- 3.1. Describe the classification, use, care & maintenance of cleaning equipment.
- 3.2. Explain the selection & purchase criteria of cleaning agents and equipment.
- 3.3. Describe the classification, use, care and storage of cleaning agents and equipment.
- 3.4. Explain the distribution & Control of cleaning agents and equipment.
- 3.5. Explain the selection criteria of cleaning agents and equipment.
- 3.6. Explain the safety measure while using Cleaning Agents and equipment.
- 3.7. Identification and uses of cleaning Agents and Equipment.
 - Solvents
 - Detergents & Soaps
 - Abrasives.
 - Liquid Cleaning Agents.
 - Washing Soda.
 - Bars, Powders and Flakes.
 - Window Cleansers.
 - Acids and Alkali
 - Absorbents
 - Paraffin Oil.
 - Polishes
 - Disinfectants, Antiseptics & Deodorants
- 3.8. Cleaning Equipment.
 - 3.8.1. Manual Cleaning Equipment.
 - Brushes

- Mops
- Brooms
- Melamine Foam
- Squeegees
- Cloths (dusters)
- Carpet Sweeper
- Spray Bottle

3.8.2. Mechanical Cleaning Equipment

- Vacuum Cleaners
- Scrubbing / Polishing Machines.
- Hot Water Extraction.
- Washing machine.

Unit 4: Cleaning methods and Principles

12 hrs

- 4.1. General rules of cleaning.
- 4.2. Explain Different cleaning methods by using suitable cleaning Equipment and agent as per surface.
- 4.3. Guest room cleaning.
 - 4.3.1. Procedure for Entering a Guest Room.
 - 4.3.2. Step-by-step procedure of cleaning/attending
 - Vacant room
 - Occupied room
 - Departure room
 - Bathroom
- 4.4. Bed making procedure using two and three sheets
- 4.5. Turndown service.
- 4.6. Special care for Dirty Dozen
- 4.7. Spring Cleaning.

Unit 5: Housekeeping Procedures

10 hrs

- 5.1 Briefing and De-briefing.
- 5.2 Gate pass.
- 5.3 Indenting from stores.
- 5.4 Inventory of Housekeeping Items.
- 5.5 Housekeeping control desk.
 - Importance.
 - Role, Co-ordination.
 - Types of file and register maintained there.
- 5.6 Key, types of key, key controlling procedures.
- 5.7. Handling Situations
 - Lost and found and its handling procedure
 - Sick guest

- Dead guest

5.8 Handling of guest queries, problem, request, general operations of control desk.

Unit 6: Linen, Uniform & Laundry

12 hrs

6.1 Introduction of linen

6.1.1. Types of linen and its standard size

- Bed Linen.
- Bath Linen.
- Restaurant Linen.
- Upholstery

6.1.2. Uniform used for hotel staff.

6.2. Inventory control and types of inventory.

6.3. Par stock.

6.3.1 Importance of Par Stock

6.4. Uniform and linen change procedure.

6.5 General information Laundry Operation.

Unit 7: Safety & Precaution

8 hrs

7.1 Fire

7.2 Theft

7.3 Damage to hotels' property

7.4 Accidents

7.5 Occupational Health & Safety.

7.6 Potential Hazards.

Practical

78 hrs.

Unit 1: Cleaning and Washing

6 hrs

1.1 Handle/calibrate cleaning tools/equipment

1.2 Handle cleaning agents

1.3 Perform sweeping /mopping – dry, wet. Vacuum cleaning

1.4 Clean different floor finishes using floor scrubbing machine

1.5 Clean rug/carpet

1.6 Empty and clean wastebaskets & ashtrays

1.7 Transport trash and waste to disposal areas

1.8 Wash windows

1.9 Wash walls/ceiling

1.10 Wash woodwork

Unit 2: Polishing & Cleaning

10 hrs

2.1 Perform polishing on laminated surfaces

2.2 Perform Polishing on brass articles

2.3 Perform Polishing on copper articles

2.4 Perform cleaning of glass surface

- 2.5 Perform cleaning of oil painted surfaces
- 2.6 Perform cleaning of plastic painted surfaces
- 2.7 Perform mansion polishing on floor

Unit 3: Guest room **10 hrs**

- 3.1 Layout/set guest room /supplies/placement.
- 3.2 Perform bed making
- 3.3 clean guest room
- 3.4 clean bathroom

Unit 4: Maid Cart **4 hrs**

- 4.1 Set the Maid cart
- 4.2 Prepare room supplies
- 4.3 Prepare fresh linen
- 4.4 Prepare cleaning supplies

Unit 5: Public areas cleaning **8 hrs**

- 5.1 Clean lobbies
- 5.2 Clean banquet hall
- 5.3 Clean swimming pool
- 5.4 Clean fitness center
- 5.5 Clean elevators
- 5.6 Clean lounges
- 5.7 Clean restrooms
- 5.8 Clean stairways
- 5.9 Clean locker rooms

Unit 6: Floor Cleaning **6 hrs**

- 6.1 State all types of floor cleaning methods
- 6.2 Mop the floor
- 6.3 Scrub the floor using powered scrubbing machine
- 6.4 Sweep floor

Unit 7: Linen and uniform Room /Linen uniform Inventory **4 hrs**

- 7.1 Take linen inventory
- 7.2 Take uniform inventory
- 7.3 Discard linens/uniforms
- 7.4 Replenish linens

Unit 8: Laundry **6 hrs**

- 8.1 Handle / calibrate laundry equipment
- 8.2 Fold linen and uniform
- 8.3 Handle of the different laundry detergents and chemicals
- 8.4 wash linens and uniforms

Unit 9: Furniture Cleaning **4 hrs**

- 9.1 Clean furniture
- 9.2 Polish Furniture

Unit 10: Forms and Formats **5 hrs**
10.1 Identify forms and formats

Unit 11: Desk Control **6 hrs**
11.1 Keep the record of guest requests
11.2 Control Key
11.3 Maintain the logbook
11.4 Handle Property Management System

Unit 12: Lost and Found **4 hrs**
12.1 Keep the records of lost and found
12.2 Coordinate with front office

Unit 13: Flower Arrangement **5 hrs**
13.1 Prepare hand bouquet
13.2 Prepare flower in basket in different style
13.3 Prepare honeymoon bed decoration

Front Office Operations

Total: 156 Hrs
Theory: 78 Hrs
Practical: 78 Hrs

Course Descriptions:

This course is designed for the students of Technical SLC in Hotel Management under CTEVT, to develop the basic comprehensive knowledge and skills on the operation of Hotel Front Office.

Course Objectives:

Upon successful completion of the course, the student will be able to:

- 1 Describe the Hotel industry and its category.
- 2 Describe the role of front office department in Hotel.
- 3 Identification of tools and equipment use in front office department.
- 4 Provide services on guest arrival during stay and while guest checkout.
- 5 Describe the role of front office on guest securities system.

Course Contents

Unit 1: Introduction of Hotel Front Office

12 Hours

- 1.1 Introduction of front office
- 1.2 Organization chart of front office department.
- 1.3 Duties and responsibilities of front office staff.
- 1.4 Essential attributes of front office Personnel.
- 1.5 Different sections of front office.
 - Reservation section
 - Reception desk.
 - Information desk.
 - Cashier desk
 - Concierge service.
 - Bell desk.
 - Telephones operator.
- 1.6 Inter and intra departmental coordination

Unit 2: Front Office Basics

6 Hours

- 2.1 Common Tools and equipment and their uses in front office department.
- 2.2. Various forms and format used in front office department.
- 2.3. Different types of rooms and rates
- 2.4. Types of meal plan.

Unit 3: Reservation

12 hours

- 3.1 Definition and Purpose of reservation
- 3.2 Modes and sources of reservation
- 3.3 Reservation process
- 3.4 Types of reservation

3.5 Factors affecting reservation

Unit 4: Guest Check In	12 hours
4.1 Guest registration	
• VIP, CIP check-in	
• FIT check in	
• Group check-in	
• Scanty baggage check-in	
4.2 Assigning the guest room and key	
4.3 Handling guest luggage	
Unit 5: Guest services	6 Hour
5.1. Handling Mails and Messages.	
5.2. Handling safe deposit locker.	
5.3. Exchanging foreign currency.	
5.4. Handling Guest complains.	
Unit 6: Telecommunication	6 hour
6.1. Telephone etiquettes	
6.2 Provide Wake up calls services	
6.3 Process of handling calls	
Unit 7: Guest Check out	12 hour
7.1 Settlement of guest account	
7.2 Modes of payment (Cash, Credit Card, Voucher,)	
7.3 Arranging the transportation	
7.4. Collecting the guest feed back	
7.5. Process of future reservation and left luggage	
Unit 8: Hotel safety and securities	6 Hour
8.1. Security through information and key	
8.2. Security through suspicious People.	
8.3. Handling Unusual and Emergency situation. (Accident, fire, drunk guest, disaster awareness)	
Unit 9: Night auditing	6 Hour
9.1 Check and tally all bills and settlement	
9.2 Posting rate and taxes	
9.3 Generate necessary reports	
9.4 Open new date	

Practical:

78 hrs

Perform the following activities

1. Prepare the layout of front office department
2. Identify of tools and Equipment used in front office
3. Introduce brochures, tariff cards and other sale tools
4. Handle telephone
5. Maintain various forms and formats use in front office
6. Perform Bell desk services:
 - Handling guest baggage while guest arrive and departure
 - Escorting guest to the room
 - Explaining facilities inside the room
 - Handling left luggage
7. Conduct Guest Cycle:
 - Pre-Arrival
 - Arrival
 - Occupancy
 - Departure
8. Receive, welcome guest and provide information
9. Prepare VIP, VVIP, CIP, amenities
10. Perform Pre -Registration for VIP and regular guests
11. Issue and Handle rooms keys
12. Create a guest folio
13. Provide guest locker services
14. Provide the room Change services
15. Handle guest mail and message
16. Perform Guest check out
17. Prepare and maintain various voucher and ledger
18. Prepare various reports
19. Handle FAX, Photocopy, Point of Sales (POS) machine, printer, Scanner, cash counting machine, key Issuing machine, Note detector etc.

References.

- Gopal Singh Oli and B.B. Chhetri, *Hotel Management, Principles and Practices*; Buddha Publication, Kathmandu
- Sudhir Andrews, **Hotel Front office, A Training Manual**, “Tata McGraw-Hill Publishing Companies.”
- Jatashanker R. Tiwari, **Front Office Operations and Management**. “Oxford University Press”
- Surya Kiran Shrestha & Anand Ghimire, **Principle of Hotel Management**

Occupational Health, Safety and Hygiene

Total: 30 Hours
Theory: 30 Hours
Practical: Hours

Course Description:

This course is designed for the students of Technical SLC in Hotel Management (Apprenticeship) under CTEVT, to develop the basic comprehensive knowledge and skills during operation of Hygiene and Nutrition.

Course Objective:

Upon successful completion of the course, the student will be able to:

- Define the food safety and Hygiene
- Apply the knowledge of Food Preservation ;
- Understand the knowledge of Food and Public Health
- Get Knowledge on Principle of HACCP
- Develop the idea on Effects of cooking on Nutritive value ;
- Define Nutrition
- Get Knowledge on operational Hazards and safety precaution

Course Contents

Unit 1: Introduction 4 hours

- 1.1. Define the food safety and Hygiene
- 1.2. Types of hygiene (Food, work place personal hygiene)

Unit 2: Food Preservation 2 hours

- 2.1 Define food preservation
- 2.2 Explain the methods of preservation
- 2.3 Explain traditional methods of food preservation

Unit 3: Food and Public Health 8 hours

- 3.1 Discuss food Hazards
 - Physical
 - Chemical
 - Biological
 - Allergic
- 3.2 Explain food borne diseases.
- 3.3 Discuss symptoms and causes of food poisoning
- 3.4 Explain factors associated with food borne illnesses
- 3.5 Explain control and eradication of micro-organisms, flies, roaches and rodents

Unit 4: HACCP 2 hours

- 4.1 Introduction of HACCP
- 4.2 Principle and Practices of HACCP

Unit 5: Nutrition**5 hours**

- 5.1 Types of nutrients and effect of heat
 - a. Carbohydrate
 - b. Protein
 - c. Vitamin
 - d. Minerals
 - e. Fat

Unit 6: Work place safety**8 hours**

- 6.1 First aid & normal practice
- 6.2 Food production department
 - 6.2.1 Potential work hazard & safety precaution
- 6.3 food & Beverage service department
 - 6.3.1 Potential work hazard & safety precaution
- 6.4 Front office department
 - 6.4.1 Potential work hazard & safety precaution
- 6.5 Housekeeping department
 - 6.5.1 Potential work hazard & safety precaution

Unit 7: Balanced Diet**3 hours**

- 7.1 Explain the energy requirement
- 7.2 Concept of balance diet
- 7.3 Dietary guideline

References.

- Sunetra Roday, **Food Hygiene and Sanitation with case**, published by McGraw Hill Companies
- Basic Food Hygiene: Chalise, Kumar (2017), GATE College, Kathmandu, Nepal

Computer Application

Total: 75 hours
Theory: 15 hours
Practical: 60 hours

Course Description:

This course provides a foundation in computer technology and how it relates to everyday business computing. Students will be able to work with computer to write memo, letters and also have the knowledge of data entry for food and beverage cost control. Students also learn basic computing concepts during lectures, and these concepts are reinforced in practical lab sessions using modern standards of business computing.

Course Objectives:

After the completion of the course the students will be able:

1. Know the characteristics and types of computer
2. Apply the computer in day to day work
3. Know input and output devices
4. Explain Number system, Boolean operations, and Logic Gates
5. Explain programming language
6. Operate e-mail, internet
7. Handle electronic commerce

Course Contents:

S. N.	Task Statement	Related Technical Knowledge	Time (Hrs)		
			T	P	Tot
1.	Introduce Computer system	The History Behind Definition Advantages and Disadvantages	1	2	3
2.	List the characteristics of Computer	Accuracy, Speed, Vast Storage, Accuracy, Reliability, Diligence, Automatic, Non-intelligent, Versatile	1	0	1
3.	Identify the types of Computer	Large Super Computers, Mainframes, Minicomputers, Workstations, Microcomputers, Laptops and Palmtops	1	0	1
4.	Describe the applications of Computer	Computer applications	1	4	5
5.	Identify the components of Computer	Components of Computer	1	1	2
6.	Identify the Input Devices	Keyboard, Mouse, Microphone, Speakers	1	1	2

S. N.	Task Statement	Related Technical Knowledge	Time (Hrs)		
			T	P	Tot
7.	Identify the Output Devices	Monitors, Printers: Impact (Dot Matrix); Non-Impact (Ink-jet and laser printer)	1	1	2
8.	Identify the CPU (CU, ALU and Registers)	CPU (CU, ALU and Registers)	1	1	2
9.	Identify the Storage	Primary Cache Memory, RAM and ROM and their types. Auxiliary Magnetic Tape; Magnetic Disks: Hard Disk, Pen Drive, Memory Card; Optical Disk: CD, DVD, Magneto-Optical (MO) devices.	1	4	5
10.	Identify the Software	Introduction System Software Introduction System Software Operating System, Utility Software Application Software Word Processor, Spread Sheet, Presentation Tool	1	5	6
11.	Identify the Number System, Boolean Operations and Logic Gates	Decimal, Binary Octal and Hexa-decimal Number System Binary-Decimal and Decimal-Binary Conversion Binary Addition and Subtraction Logic Gates (AND, OR, NOT)	1	2	3
12.	Identify the Programming Language	Machine Language and Assembly Language High-Level and Low-Level Language Assemblers, Compilers and Interpreter Problem – Solving and Programming Techniques Algorithms Flowcharts	1	3	4
13.	State/Identify the network and communication	Overview of Network Network Topologies (Ring, Bus, Mesh, Star) TCP/IP Types of Network	1	4	5

S. N.	Task Statement	Related Technical Knowledge	Time (Hrs)		
			T	P	Tot
		LAN, MAN and WAN Internet and Intranet			
14.	Use the applications to the internet	Client-Server Architecture World Wide Web (www) Static Vs. Dynamic Contents Electronic Mail (e-mail)	0	4	4
15.	Identify the hardware	Knowledge of basic computer parts. Assembling the computer	0	4	4
16.	Identify the software	The Operating System Installation Introduction to Device Drivers. Files (File Names/ Formats/ Extensions) and Folders.	2	0	2
17.	Use the MS DOS	Lab consisting of several DOS commands to accomplish various tasks. (Create, Move, Rename, Copy, Delete Files/Folders.)	0	4	4
18.	Use the MS Office	Lab consisting of standard keys to perform similar tasks on various office element software like Word, Excel, and PowerPoint.	0	4	4
19.	Identify the Computer Network and Internet	Visibility of computers inside a network, sharing of resources, browsing through the Internet, the fundamentals of e-commerce etc.	0	4	4
20.	Use the computer applications in food productions	Purchasing of commodities Receiving of commodities Storing of commodities Issuing of commodities Inventory control	0	12	12
		Total	15	60	75

Reference books:

- Introduction to Computers, Peter Norton's, Tata McGraw-Hill
- Computer Fundamentals, P.K.Sinha

Entrepreneurship Development

Total: 78 hours
Theory: 30 hours
Practical: 48 hours

Course Description

This course is designed to impart the knowledge and skills on formulating business plan and managing small business in general. This course intends to deal with exploring, acquiring and developing enterprising competencies, identification of suitable business idea and developing of business plan.

Course Objectives

After completion of this course students will be able to:

1. Understand the concept of business and entrepreneurship
2. Explore entrepreneurial competencies
3. Analyze business ideas and viability
4. Formulate business plan
5. Learn to manage small business

Course Contents:

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
Unit 1: Introduction to Entrepreneurship			5.75	4.08	9.83
1	Introduce business	Introduction of business: <ul style="list-style-type: none"> • Definition of business/enterprise • Types of business • Classification of business • Overview of MSMEs (Micro, Small and Medium Enterprises) in Nepal 	1.5		1.5
2	Define entrepreneur/entrepreneurs hip	<u>Definition of entrepreneur:</u> <ul style="list-style-type: none"> • Definition of entrepreneur • Definition of entrepreneurship • Entrepreneurship development process 	0.5	0.5	1.0
3	Describe entrepreneur's characteristics	<u>Entrepreneur's characteristics:</u> <ul style="list-style-type: none"> • Characteristics of entrepreneurs • Nature of entrepreneurs 	0.67	0.83	1.5
4	Assess entrepreneur's characteristics	<u>Assessment of entrepreneur's characteristics:</u> <ul style="list-style-type: none"> • List of human characteristics • Assessment of entrepreneurial characteristics 	0.5	1.0	1.5

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
5	Compare entrepreneur with other occupations	<u>Entrepreneur and other occupations:</u> <ul style="list-style-type: none"> • Comparison of entrepreneur with other occupations • Types and styles of entrepreneurs 	1.0		1.0
6	Differentiate between entrepreneur and employee	<u>Entrepreneur and employee:</u> <ul style="list-style-type: none"> • Difference between entrepreneur and employee • Benefit of doing own business 	0.5	0.5	1.0
7	Assess “Self”	<u>“Self” assessment:</u> <ul style="list-style-type: none"> • Understanding “self” • Self-disclosure and feedback taking 	0.6	0.4	1.0
8	Entrepreneurial personality test: <ul style="list-style-type: none"> • Assess “Self” inclination to business 	<u>Entrepreneurial personality test:</u> <ul style="list-style-type: none"> • Concept of entrepreneurial personality test • Assessing self-entrepreneurial inclination 	0.67	0.83	1.5
Unit 2: Creativity and Assessment			6.5	4.0	10.5
9	Create viable business idea	<u>Creativity:</u> <ul style="list-style-type: none"> • Concept of creativity • Barriers to creative thinking 	1.67	0.33	2.0
10	Innovate business idea	<u>Innovation:</u> <ul style="list-style-type: none"> • Concept of innovation • SCAMPER Method of innovation 	0.83	0.67	1.5
11	Transfer ideas into action	<u>Transformation of idea into action:</u> <ul style="list-style-type: none"> • Concept of transferring idea into action • Self-assessment of creative style 	1.0	0.5	1.5
12	Assess personal entrepreneurial competencies	<u>Personal entrepreneurial competencies:</u> <ul style="list-style-type: none"> • Concept of entrepreneurial competencies • Assessing personal entrepreneurial competencies 	0.5	1.0	1.5

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
13	Assess personal risk taking attitude	<u>Risk taking attitude:</u> <ul style="list-style-type: none"> • Concept of risk • Personal risk taking attitude • Do and don't do while taking risk 	1.5	1.0	2.5
14	Make decision	<u>Decision making:</u> <ul style="list-style-type: none"> • Concept of decision making • Personal decision making attitude • Do and don't do while making decision 	1.0	0.5	1.5
Unit 3: Identification and Selection of Viable Business Ideas			0.83	3.42	4.25
15	Identify/ select potential business idea <ul style="list-style-type: none"> • Analyze strength, Weakness, Opportunity and Threat (SWOT) of business idea 	<u>Identification and selection of potential business:</u> <ul style="list-style-type: none"> • Sources of business ideas • Points to be considered while selecting business idea • Business selection process • Potential business selection among different businesses • Strength, Weakness, Opportunity and Threats (SWOT) analysis of business idea • Selection of viable business idea matching to "self" 	0.83	3.42	4.25
Unit 4: Business Plan			16.67	36.58	53.25
16	Assess market and marketing	<u>Market and marketing:</u> <ul style="list-style-type: none"> • Concept of market and marketing • Marketing and selling • Market forces • 4 Ps of marketing • Marketing strategies 	1.33	0.75	2.08
17	<u>Business exercise:</u> Explore small business management concept	<u>Business exercise:</u> <ul style="list-style-type: none"> • Business exercise rules • Concept of small business management • Elements of business management 	1.58	1.67	3.25

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
		<ul style="list-style-type: none"> • Planning • Organizing • Executing • Controlling 			
18	Prepare market plan	<u>Business plan/Market plan</u> <ul style="list-style-type: none"> • Concept of business plan • Concept of market plan • Steps of market plan 	2.0	2.0	4.0
19	Prepare production plan	<u>Business plan/Production plan:</u> <ul style="list-style-type: none"> • Concept of production plan • Steps of production plan • 	1.25	1.5	2.75
20	Prepare business operation plan	<u>Business plan/Business operation plan:</u> <ul style="list-style-type: none"> • Concept of business operation plan • Steps of business operation plan • Cost price determination 	2.5	2.67	5.17
21	Prepare financial plan	<u>Business plan/Financial plan:</u> <ul style="list-style-type: none"> • Concept of financial plan • Steps of financial plan • Working capital estimation • Pricing strategy • Profit/loss calculation • BEP and ROI analysis • Cash flow calculation 	4.5	7.5	12.0
22	Collect market information /prepare business plan	<u>Information collection and preparing business plan:</u> <ul style="list-style-type: none"> • Introduction • Market survey <ul style="list-style-type: none"> • Precaution to be taken while collecting information • Sample questions for market survey • Questions to be asked to the customers • Questions to be asked to the retailer • Questions to be asked to the stockiest/suppliers 	2.0	13.0	15.0

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
		<ul style="list-style-type: none"> Preparing business plan 			
23	Appraise business plan	<p><u>Business plan appraisal:</u></p> <ul style="list-style-type: none"> Return on investment Breakeven analysis Cash flow Risk factors 	0.5	5.5	6.0
24	Maintain basic book keeping	<p><u>Basic book keeping:</u></p> <ul style="list-style-type: none"> Concept and need of book keeping Methods and types of book keeping Keeping and maintaining of day book and sales records 	1.0	2.0	3.0
Total:			30	48	78

Text book:

क) प्रशिक्षकहरुका लागि निर्मित निर्देशिका तथा प्रशिक्षण सामग्री, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद् २०६९

ख) प्रशिक्षार्थीहरुका लागि निर्मित पाठ्यसामग्री तथा कार्यपुस्तिका, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद् (अप्रकाशित), २०६९

Reference book:

Entrepreneur's Handbook, Technonet Asia, 1981.

Industrial Practices

Description:

The training institute will make arrangement for industrial practice (apprenticeship). Admitted trainees will have the three parties training agreement among trainees, sponsoring industries and training institute. The Agreement terms and conditions will be implemented during the whole training period.

The proposed apprentice students have three and half months (15 weeks) theoretical and practical classes in the training institute. After completing the 15 weeks training in training institute, students will be placed in industries working in hospitality sectors as an apprentice under the supervision of In-company Trainer, where as industrial practice & related skills will be learned. The nature of the training is practical works and the duration will be of approximately 18 months (78 weeks/3120 hours). Students will work in the related sponsoring industries for 5 days a week and come to the training institute 1 day per week.

Students will work in all four areas for first 36 weeks as mentioned in the structure of this curriculum. Remaining 42 weeks industrial practice will be specialized in any one or all area as per the need of industry and interest of the trainees. Counselling classes will be organized by the training institution prior to take the decision of specialization. Assignments and skills to be performed during the industrial practice period are given below in this curriculum.

General objectives:

The objective of the industrial practice (apprenticeship) is to make students familiar with/gain firsthand experience of the world of work as well as to provide them an opportunity to acquire skills that are theoretically learnt in the institute.

Complete Apprenticeship plan

S. N.	Activities	Duration	Remarks
1	Orientation	Two days	Before Apprenticeship
2	Report to the site	One day	Before placement
3	Actual work at site	78 weeks	During apprenticeship
4	Evaluation by the sponsoring industries		Regular
6	Evaluation by the training Institute		At least one time in every three months
7	Final evaluation		Last month of the apprenticeship programme by the Industries
6	Final report preparation and presentation	5 days	After completion of industrial practice (apprenticeship)

Note:

- Students should maintain the daily diary during the apprenticeship programme.
- Students should prepare the apprenticeship report and present in training institution in the presence of In-company Trainer.
- Evaluation of apprenticeship programme should be done by the In-company Trainer (Industrial Supervisor).

Food & Beverage Service

S. N.	Assignments	Skills
2.	Maintain personal hygiene, grooming and safety	<ul style="list-style-type: none"> • Maintain uniform, locker room
3.	Perform the steps of restaurant service	<ul style="list-style-type: none"> • Perform Greeting, escorting, assigning table, order taking, serve food and beverages, present bill and clear table.
4.	Identify menu.	<ul style="list-style-type: none"> • Present menu and explain ingredients, price list, preparation timing and cooking methods.
5.	Coordinate with, housekeeping, front office, kitchen, store, engineering and purchasing.	<ul style="list-style-type: none"> • Maintain various forms and formats. (requisition form, KOT/BOT, maintenance slip, log book)
6.	Perform opening and closing duties of dining outlets	<ul style="list-style-type: none"> • Perform mise-en-scene and mise-en-place activities
7.	Perform table set-up	<ul style="list-style-type: none"> • Set the cover for a'la carte and table d' hote menu
8.	Perform store requisition and inventory	<ul style="list-style-type: none"> • Receive the requested goods • Take inventory and maintain breakage report
9.	Identify bar tools and equipment	<ul style="list-style-type: none"> • Familiarize with glassware, bar tools and equipment.
10.	Perform bar operation	<ul style="list-style-type: none"> • Perform mise-en-place, bottle display, garnishing.
11.	Prepare various beverages	<ul style="list-style-type: none"> • Prepare cocktails, mocktails and other drinks
12.	Serve various beverages	<ul style="list-style-type: none"> • Serve beer • Serve wines • Serve spirits • Serve non-alcoholic beverages
13.	Deal with guest complaints and situation	<ul style="list-style-type: none"> • Deal with situation occurred in restaurant, • Handle complaints
14.	Perform banquet functions	<ul style="list-style-type: none"> • Set-up buffet • Set-up tables • Set-up seating arrangement.
15.	Perform room service	<ul style="list-style-type: none"> • Identify room service equipment • Take order • Perform mise-en-place • Set up for service • Deliver order • Perform billing

Food Production and Patisseries

S. N.	Assignments	Skills
2.	Familiarize with workplace and safety issues	<ul style="list-style-type: none"> - Identify tools and equipment use in kitchen - Operate mechanical, electrical and manual equipment as per need - Participate in a team work
3.	Receive purchased raw materials	<ul style="list-style-type: none"> - Sort the commodities and raw materials as per nature - Store perishable, semi-perishable and non-perishable food items correctly - Identify the high risk food and low risk food - Operate the freezer and refrigerator with proper temperature
4.	Collect raw materials from storage area for preparation and cooking	<ul style="list-style-type: none"> - Perform different vegetable processing techniques - Perform thawing of all the frozen food items before cooking
5.	Preparation and cooking	<ul style="list-style-type: none"> - Perform mise-en-place and mise-en-scene activities - Prepare different styles of vegetable cutting - Maintain personal hygiene and kitchen hygiene
6.	Prepare different basic salads	<ul style="list-style-type: none"> - Prepare Russian Salad - Prepare Waldrof Salad - Prepare Caesar Salad - Prepare Greek Salad - Prepare Hawaiian Salad - Prepare Beet root Salad
7.	Prepare different basic soups	<ul style="list-style-type: none"> - Prepare mushroom soup - Prepare chicken soup - Prepare tomato soup - Prepare minestrone soup - Prepare consommé soup - Prepare potage dubbary
8.	Prepare different main course	<ul style="list-style-type: none"> - Prepare grilled fish - Prepare fried fish - Prepare pan seared medallion steak - Prepare chicken casserole - Prepare chicken stew - Prepare spaghetti Bolognese

S. N.	Assignments	Skills
9.	Prepare different fast food items	<ul style="list-style-type: none"> - Prepare clubs sandwich - Prepare chicken sandwich - Prepare chicken burger - Prepare pizza - Prepare hot dog - Prepare ham burger
10.	Prepare basic dressings	<ul style="list-style-type: none"> - Prepare mayonnaise dressing - Prepare vinaigrette dressing - Prepare thousand island dressing - Prepare yoghurt dressing - Prepare acidulated cream dressing
11.	Prepare basic continental mother sauce	<ul style="list-style-type: none"> - Prepare mayonnaise sauce - Prepare tomato sauce - Prepare hollandaise sauce - Prepare béchamel sauce - Prepare espagnole sauce - Prepare veloute sauce
12.	Perform holding and serving of prepared food items	<ul style="list-style-type: none"> - Garnish and present the food hygienically - Operate the hot plate and Bain Marie properly - Plan for A la Carte and buffet meal

Housekeeping Operation

S. N.	Assignments	Skills
1.	Perform orientation:	Provide orientation on: <ul style="list-style-type: none"> • Hotel • Housekeeping <ul style="list-style-type: none"> • Layout of HK • Organization structure of HK • Job Responsibilities • SOPs
2.	Maintain Grooming, Hygiene & Manner:	Maintain: <ul style="list-style-type: none"> • Uniform • Make-up • Personal Hygiene • Work Hygiene • Perform Greeting • Attitude/ Discipline
3.	Identify of Cleaning Equipment, Agents & Chemical :	Identify: <ul style="list-style-type: none"> • Mechanical Cleaning Equipment • Manual Cleaning Equipment • Detergents • Stain Remover • Polishes • Window Cleaner • Acids & Alkali • Abrasives • Solvents • Disinfectants
4.	Maintain General Safety:	<ul style="list-style-type: none"> • Maintain Basic First Aid • Handle Chemical/Cleaning Agents • Handle Tools/Equipment • Prevent Hazards • Operate Fire Extinguisher
5.	Perform Housekeeping Attendants Task:	<ul style="list-style-type: none"> • Perform Entire Cleaning <ul style="list-style-type: none"> a. Routine Cleaning b. Non Routine Cleaning • Prepare Maintenance reports • Set-up & prepare for work • Perform Closing duties
6.	Identify Room status	Check room reports <ul style="list-style-type: none"> • Occupied Room (OCC) • Checkout Room (C/O) • Do Not Disturb Room (DND)

S. N.	Assignments	Skills
		<ul style="list-style-type: none"> • Not Ready Room (NR) • Vacant Room (VC) • Out of Oder Room (OOO) • Luggage Occupied Room (LO) • Sleep Out Room (SO) • Out of Service Room (OOS)
7.	Perform Cleaning & Washing; (Floor, Furniture & Glass/Mirror):	<ul style="list-style-type: none"> • Handle Cleaning Equipment • Handle Cleaning Agents • Clean different type of floor: <ol style="list-style-type: none"> a. Wooden; Polishing/Buffering b. Stone; Sweeping/Scrubbing c. Parquet; Dry Mop/Polish/Buffering d. Marble Carpet: Vacuuming /Shampooing e. /Tile; Mopping/Scrubbing/Polishing/Buffering. • Clean different furniture: <ol style="list-style-type: none"> a. Wooden furniture b. Upholstered furniture c. Leather furniture d. Cane furniture e. Metal furniture • Wash walls/floors/path way • Clean Glass/Mirror/Windows
8.	Perform Polishing:	<ul style="list-style-type: none"> • Polish: <ol style="list-style-type: none"> a. Copper item b. Brass item c. Steel item d. Silver item e. Wooden surfaces
9.	Perform Guest Room services:	<ul style="list-style-type: none"> • Guest room entering steps • Perform Bed Making: • Clean Guest room : <ol style="list-style-type: none"> a. Vacant Room b. Departure Room c. Occupied Room/AM Service d. Turn Down/PM Service e. Second service • Replenish Guest Room Amenities • Clean Guest Bathroom : <ol style="list-style-type: none"> a. Selection of Cleaning Equipment & Agents.

S. N.	Assignments	Skills
		<ul style="list-style-type: none"> b. Clean: W/C, Wash basin, Bath tub, Cistern, Wall tiles, Floor, Mirrors, Steel fixtures, Shower Curtain, etc. c. Replenish Linen/Guest Bathroom Amenities • Identify types of Room
10	Set-up the Maid Cart:	<ul style="list-style-type: none"> • Arrange: <ul style="list-style-type: none"> a. Bedroom and bathroom Amenities/Supplies b. Stationeries c. Fresh bedroom and bathroom linen d. Cleaning Agents e. Cleaning Equipment f. Hand Caddy g. Garbage Bag h. Soiled Bag i. Linen Hamper j. Trash Hamper k. Door knob cards
11.	Perform Front of the House Cleaning (Public Areas):	<p>Clean</p> <ul style="list-style-type: none"> • Floor Corridors • Floor Pantry • Lobby • Restaurants • Swimming Pool • Spa • Coffee Shop • Bar • Halls • Lounges • Fitness Center • Business Center • Guest Restrooms
12	Perform Back of the House Cleaning:	<p>Clean and maintain</p> <ul style="list-style-type: none"> • Staff Restroom • Locker Room • Back Passage
13	Perform Linen & Uniform activities:	<p>Handle</p> <ul style="list-style-type: none"> • Types of guestroom Linen • Types of F&B Linen • Types of Uniform

S. N.	Assignments	Skills
		<ul style="list-style-type: none"> • Types of Upholsteries • Issuing procedure of Linen/Uniform • Inventory of Linen /Uniform • Discard procedure of Linen/Uniform • Par Stock of Linen/Uniform • Exchange procedure of Linen/Uniform
14.	Maintain Requisition & Inventory:	Maintain <ul style="list-style-type: none"> • Amenities/Supplies • Linen • Uniform • Upholsteries • Fixed Assets • Keys
15.	Control Lost & Found:	<ul style="list-style-type: none"> • Keep record of lost & found • Handling & Controlling Procedure • Co-ordinate with Front Office Department.
16.	Manage HK Control Desk:	<ul style="list-style-type: none"> • Conduct Briefing • Handle calls • Operate property management system(PMS) • Control key <ol style="list-style-type: none"> a. Control Procedure b. Key Inventory • Handle Guest Request • Maintain Request • Maintain Store Requisition • Control Amenities • Maintain Registers & Files
17.	Perform Pest Control:	<ul style="list-style-type: none"> • Identify Chemicals and pest • Control pest
18.	Co-ordinate with other department:	<ul style="list-style-type: none"> • Maintain (log book, requisition form, laundry exchange, gate pass)
19.	Deal with Situation & Complains:	<ul style="list-style-type: none"> • Deal with situation occurred in guest room: <ol style="list-style-type: none"> a. Theft b. Sick c. Death • Handle guest complains
20.	Maintain Forms & Formats:	Fill up: <ul style="list-style-type: none"> • Housekeeping Master OCC Report • Keys Control Register • Maintenance work order • Room maid assignment

S. N.	Assignments	Skills
		<ul style="list-style-type: none"> • Lost & Found Register • Linen Inventory format • Amenities Inventory format • Uniform Inventory format • HK Daily Consumption • Mini Bar Rate List • Laundry Rate List • Gate Pass • Requisition • Request for Purchase • Leave form • Over Time form • Message Register • Guest Request Handle Register • Uniform Issued Register
21.	Perform Gardening:	<ul style="list-style-type: none"> • Arrange flower • Handle Gardening Equipment • Identify Plants. <ul style="list-style-type: none"> a. Seasonable Plants b. Out Door Plants c. Indoor Plants d. Perennial Plants • Perform: <ul style="list-style-type: none"> a. Trimming b. Landscaping
22.	Perform Laundry Operation:	<ul style="list-style-type: none"> • Operate Laundry Cycle: <ul style="list-style-type: none"> a. Collecting Dirty Laundry b. Sorting Dirty Laundry c. Pre-treating Stains d. Washing e. Drying f. Ironing g. Folding h. Delivering /Storing • Handle laundry Equipment: <ul style="list-style-type: none"> a. Laundry Washing Machine b. Laundry Dryer Machine c. Laundry Roller Machine d. Laundry Flat Ironer e. Laundry Dry Cleaning Machine f. Steam Iron g. Laundry Hydro Machine :

S. N.	Assignments	Skills
		<ul style="list-style-type: none">• Handle the different laundry chemicals:<ul style="list-style-type: none">a. Laundry Detergentsb. Laundry Softenerc. Laundry Stains Remover• Identify & remove stains• Perform Valet Service

Front Office Operations

S. N.	Assignments	Skills
1.	Socialization and orientation	<ul style="list-style-type: none"> • Provide overall information about hotel • Familiarize the work area and equipment • Categorize room, room tariff • Observe Room layout
2.	Perform reservation activities	<ul style="list-style-type: none"> • Respond to reservation request • Identify the availability of room • Accept or deny the reservation • Request for advance or supporting documents.
3.	Welcome and receive the guest	<ul style="list-style-type: none"> • Check the arrival details of guest • Arrange the transport as per requirement • Receive the guest • Handle the guest luggage
4.	Fill up guest registration details	<ul style="list-style-type: none"> • Identify the reservation status • Fill the guest registration details and secure guest identity. • Assign the room and key • Provide information regarding hotel and surrounding. • Escort the guest to the assigned room.
5.	Provide guest service	<ul style="list-style-type: none"> • Follow up with guest luggage delivery. • Provide Courtesy call • Handle guest complain and request • Handle the guest mail, message and telephone.
6.	Handle business center	<ul style="list-style-type: none"> • Assist in secretarial work like: typing, printing, photocopy, fax etc. • Provide board room facilities of guest request.
7.	Operate telephone services	<ul style="list-style-type: none"> • Introduce Electronic Private branch exchange (EPBX) system. • Provide wake-up call service • Handle incoming and outgoing call
8.	Perform Guest Departure	<ul style="list-style-type: none"> • Handle the guest luggage and arrange the transportation if needed • Collect guest feed back • Thank the guest and bid the farewell • Handle the future reservation and luggage storage.
9.	Perform Coordination and Communication	<ul style="list-style-type: none"> • Notify arrival/departure information. • Involve cross Training and development • Introduce new update and equipment