HOS 101 Hospitality Assistant

Total hours: 608 hours (including theory, practical, extra modules and OJT)

Eligibility:  
8th pass and 16 years and above

Soft Skills training:  
30 hours will be compulsory with the sector specific training.

Computer Training:  
80 hours of computer training compulsory with the sector specific training.

English Language:  
60 hours of training in english language compulsory with the sector specific training.

OJT:  
Students will under go on-job-training for 160 hours

Learning Objectives:  
After successful completion of training, the person should be able to:

1. Assist in basic hospitality services in various department of Hotel
2. Chopping, grinding and slicing of meat and vegetables
3. Operate and upkeep domestic appliances and kitchen gadget
4. Dusting, sweeping, moping, cleaning and scrubbing
5. Use and upkeep crockery, linen, cutlery and glassware
6. Tray, trolley and table layout for tea, breakfast, lunch, dinner, party and beverages
7. Serve food and beverage

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Topic</th>
<th>Practical Exposure</th>
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</table>
| 1 | Introduction about Hospitality Industry  
  • Introduction to Hotel Industry  
  • Categorization and types of hotels  
  • Types & organization structure of a hotel | |
| 2 | Hygiene in Hotels  
  • Importance of grooming  
  • Interpersonal skills in hospitality  
  • Customer Relations |  
  • Maintaining personal cleanliness and hygiene practices  
  • Good housekeeping practices all the time  
  • Observe hygiene requirements during field exposure visit  
  • Observe duties of Front office execution. |
| 2 | Food & Beverage service area in a hotel  
  • Restaurants & their subdivision  
  • Coffee Shop, Room Service, Bar, Banquets, Discotheques, Snack bar, |  
  • Exposure to Restaurants  
  • Acquaintance with restaurant equipments |
<table>
<thead>
<tr>
<th>3</th>
<th>Types of services</th>
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<tbody>
<tr>
<td>• Table Service – English, French, American, Silver</td>
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<td>• Self Service – Buffee &amp; Cafeteria</td>
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<td>• Single point service – Takeaway, Kiosks, Bar</td>
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<tr>
<th>4</th>
<th>Menu</th>
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<tr>
<td>• Introduction</td>
<td></td>
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<tr>
<td>• Type of Menu</td>
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<tr>
<td>• Meal time</td>
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<tr>
<td>• Receiving &amp; seating a guest</td>
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<td>• Taking an order</td>
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<td>• Service</td>
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<td>• Presenting a bill</td>
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<td>• Guest Exit</td>
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<td>• Basics of sequence of menu (not more than 4 courses – appetizer, soup, main course and desserts)</td>
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<tr>
<td>• Classification of beverage (alcoholic and non-alcoholic)</td>
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<td>• Basics of table, bar and tray set ups ready for service and clearance after service</td>
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<th>5</th>
<th>Room Service</th>
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<tr>
<td>• Types of room service</td>
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<tr>
<td>• Room service equipment &amp; layout</td>
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<tr>
<td>• Room service task</td>
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<tr>
<td>• Room service order flow</td>
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<thead>
<tr>
<th>6</th>
<th>Layout &amp; organizational structure of housekeeping</th>
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<tbody>
<tr>
<td>• Introduction</td>
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</table>
| • Familiarization with a modern...
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<thead>
<tr>
<th></th>
<th>Basic layout of the housekeeping department</th>
<th>Area of responsibility</th>
<th>Inter-departmental co-operation</th>
<th>Practice on operation and upkeep of electric and electronic kitchen and other appliances:</th>
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<td>o Vacuum Cleaner</td>
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<td>o Motor Pumps</td>
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<td>o Air conditioners</td>
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<td>o Microwave</td>
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<td>o Cooking range</td>
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<td>o Dish washer</td>
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<th>7</th>
<th>House Guest Room</th>
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<tr>
<td></td>
<td>Types of rooms</td>
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<tr>
<td></td>
<td>Each room may contain</td>
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<td></td>
<td>Types of hotel room &amp; various types of bed</td>
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<td>VIP room</td>
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<td>Guest special requirements</td>
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<td>Do not disturb room</td>
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<td></td>
<td>Room layout &amp; standard content of a guest room</td>
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<td>Guest supplies</td>
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<td>Guest amenities</td>
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<td>Corridors</td>
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| | Demonstrate and practice various etiquettes and mannerism required to attend special guests. |
| | Practice of room and bed making |

<table>
<thead>
<tr>
<th>8</th>
<th>Staffing in Housekeeping department</th>
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<tbody>
<tr>
<td></td>
<td>Qualities of housekeeping staff</td>
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<tr>
<td></td>
<td>Job analysis</td>
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<td></td>
<td>Job description</td>
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<td>Job specification</td>
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| | Practice of dusting, sweeping, mopping, scrubbing etc. cleaning of various metals. |
| | Demonstrate systematic way of cleaning various surfaces |
| | Identify, use and handling of room and bathroom linen. |

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<thead>
<tr>
<th>9</th>
<th>Cleaning Science</th>
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<tr>
<td></td>
<td>Principle of cleaning</td>
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<td>Reason for cleaning</td>
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<td>Cleaning techniques</td>
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<td>Water &amp; cleaning agent</td>
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<td></td>
<td>Cleaning equipments</td>
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<td>Care of equipments</td>
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| | Carry out basic First aid treatment/ notifying accident |

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<tr>
<th>10</th>
<th>Safety &amp; Hazard management</th>
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<tbody>
<tr>
<td></td>
<td>Types of accidents &amp; hazards</td>
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<td>How to deal with crisis situation at</td>
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</table>

<p>| | Carry out basic First aid treatment/ notifying accident |</p>
<table>
<thead>
<tr>
<th>Hotel/Restaurant/Guest House</th>
<th>Behaviour in Hospitality Industry</th>
<th>Understanding of Kitchen</th>
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<tbody>
<tr>
<td>● Ensure safety of guests</td>
<td>● Mannerism</td>
<td>● Electrical, mechanical gas operated kitchen gadgets, their names, uses, up-keep, care and maintenance</td>
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<tr>
<td>● Use of first aid</td>
<td>● Courtious behaviour</td>
<td>● Knowledge of commodities and their classification, uses, do’s and don’t’s for storage</td>
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<tr>
<td>● How to handle a difficult situation</td>
<td>● Quality and timely service</td>
<td>● Appraisal of food and beverage service equipment—furniture, crockery, cutlery, glass-ware, linen and miscellany with their names and usage</td>
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<tr>
<td></td>
<td>● Basic etiquettes</td>
<td>● Familiarization with various commodities used in Kitchen and their uses.</td>
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<td></td>
<td>● Dressing mannerism</td>
<td>● Practice of chopping, slicing, grinding of commodities</td>
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<td>● Build goodwill for the hotel</td>
<td>● Refrigeration and storage of food and beverage – demonstrate and show what needs to be kept where and how during storage.</td>
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<td>● Demonstrate and make trainees practice on social skills, personal and job hygiene standards and courtesies required during employment.</td>
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<td>● Practice making and answering telephone calls.</td>
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<td>● Practice waste disposal as per environmental laws.</td>
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