

# Steward Training 480 Hrs Course

## Unit Breakdown

Cookery Theory	160 Hrs
MLC & MARPOL	10 hrs
Food & Beverage Practical	150 Hrs
General English	100 Hrs
Housekeeping	60 Hrs

## Core Syllabus Food & Beverage

### CORE SYLLABUS F & B 480 HRS

#	UNITS	Total
1	Introduction to Hotel Catering and Cruse Industry	20.00
2	Hygiene	14.00
3	Commodities	24.00
4	Galley Equipment	10.00
5	Methods of Cookery	15.00
6	Stock Soups Sauces	20.00
7	Menu Planning	16.00
8	Dietary Requirements	10.00
9	Nine Control Points	11.00
10	Clean Kitchen Premises	8.00
11	MLC and MARPOL	10.00
12	Observe General Galley Safety	12.00
13	Attributes Skills & Knowledge Required by F&B Staff	4.00
14	Food & Beverage Service Area Equipment	6.00
15	Menu Knowledge & Accompaniments	6.00
16	The service sequence ( table service ) Part I	6.00
17	The service sequence ( table service ) Part II	6.00
18	The service of Breakfast & Afternoon Tea	4.00
19	Enhanced service techniques	3.00
20	Introduction to Non Alcoholic Beverages	4.00
21	Introduction to Alcoholic Beverages	15.00
22	Costing of Beverages	4.00
23	Responsible Service of Alcohol	6.00
24	Food & Beverage - Practical	86.00
25	Housekeeping	60.00
26	General English	100.00
	<b>TOTAL</b>	<b>480.00</b>

## Detail Syllabus Food & Beverage

		Theory	Practical	Exam	Total
<b>1</b>	<b>Introduction to Hotel Catering and Cruise Industry</b>				
1.1	Hotels	4.00			4.00
1.2	Catering Units	4.00			4.00
1.3	Ships	4.00			4.00
1.4	Galley Structure	3.00			3.00
1.5	Roles and responsibilities of Galley positions	4.00			4.00
	Exam			1.00	1.00
<b>2</b>	<b>Hygiene</b>				
2.1	Personal Hygiene	3.00			3.00
2.2	Food Hygiene	3.00			3.00
2.3	Equipment Hygiene	2.00			2.00
2.4	Kitchen Hygiene	2.00			2.00
2.5	HACCP /5S	3.00			3.00
	Exam			1.00	1.00
<b>3</b>	<b>Commodities</b>				
3.1	Introduction to Commodities	1.00			1.00
3.2	Vegetable and Spices	4.00			4.00
3.3	Fruits and Nuts	1.00			1.00
	Exam				
3.4	Dairy Products	3.00			3.00
3.5	Additives	2.00			2.00
3.6	Rice and Pasta	1.00			1.00
3.7	Eggs	2.00			2.00
	Exam				
3.8	Poultry	1.00			1.00
3.9	Meat/ Game	4.00			4.00
3.10	Fish and Shell Fish	4.00			4.00
	exam			1.00	1.00
<b>4</b>	<b>Galley Equipment</b>				
4.1	Utensils	2.00			2.00
4.2	Knives	1.00			1.00
4.3	Small equipment	3.00			3.00
4.4	Large Equipment	3.00			3.00
	Exam			1.00	1.00
<b>5</b>	<b>Methods of Cookery</b>				
5.1	Introduction to Methods of Cookery	1.00			1.00
5.2	Dry Heat cooking methods	6.00			6.00
5.3	Moist Heat Cooking methods	6.00			6.00
	Exam			2.00	2.00

		Theory	Practical	Exam	Total
<b>6</b>	<b>Stock Soups Sauces</b>				
<b>6.1</b>	<b>Stocks</b>				
6.1.1	Introduction to stocks	1.00			1.00
6.1.2	Types of Stocks	2.00			2.00
6.1.3	Stock Production Storage	2.00			2.00
<b>6.2</b>	<b>Soups</b>				
6.2.1	Introduction to Soups	1.00			1.00
6.2.2	Classification of soups & National Soups	2.00			2.00
6.2.3	Production of Soups	2.00			2.00
6.2.4	Thickening Agents	1.00			1.00
<b>6.3</b>	<b>Sauces</b>				
6.3.1	Introduction to Sauces	1.00			1.00
6.3.2	Characteristics of Sauces & Mother Sauces	2.00			2.00
6.3.3	Derivatives	2.00			2.00
6.3.4	Stock Soups Sauces ( Convenient Products )	2.00			2.00
	Exam Stock Soup Sauce			2.00	2.00
<b>7</b>	<b>Menu Planning</b>				
7.1	Types of Menus	4.00			4.00
7.2	Standard Recipes	3.00			3.00
7.3	Yield Testing	4.00			4.00
7.4	Dish Costing /Menu Costing	4.00			4.00
	Exam			1.00	1.00
<b>8</b>	<b>Dietary Requirements</b>				
8.1	Nutrients	4.00			4.00
8.2	Specials Diets & Religious Diets	4.00			4.00
	Exam			2.00	2.00
<b>9</b>	<b>Nine Control Points</b>				
9.1	Ordering	1.00			1.00
9.2	Purchasing	1.00			1.00
9.3	Receiving	1.00			1.00
9.4	Storing	1.00			1.00
9.5	Issuing	1.00			1.00
9.6	Preparing	1.00			1.00
9.7	Cooking	1.00			1.00
9.8	Holding	1.00			1.00
9.9	Serving	1.00			1.00
	Exam			2.00	2.00

		Theory	Practical	Exam	Total
<b>10</b>	<b>Clean Kitchen Premises</b>				
10.1	Steps to Clean Kitchen	2.00			2.00
10.2	Chemical Usage	2.00			2.00
10.3	PPES	2.00			2.00
	Exam			2.00	2.00
<b>11</b>	<b>MLC And MARPOL</b>				
11.1	MLC	4.00			4.00
11.2	MARPOL	4.00			4.00
	Exam			2.00	2.00
<b>12</b>	<b>Observe General Galley Safety</b>				
12.1	Safe and secure stowage of loose items	1.00			1.00
12.2	Proper securing of doors fitting and fixtures	1.00			1.00
12.3	Adequate illumination	1.00			1.00
12.4	maintenance of grease traps & Ventilators	1.00			1.00
12.5	Fire Hazards in the kitchen & precautions avoid them	1.00			1.00
12.6	Common accidents in the galley & precautions to avoid	2.00			2.00
12.7	Safety precautions during rough seas	2.00			2.00
12.8	Cooking appliances used in the galley	1.00			1.00
	Exam			2.00	2.00
<b>13</b>	<b>Attributes Skills &amp; Knowledge Required By F&amp;B Staff</b>				
13.1	Professional and Hygienic Appearance	0.50			0.50
13.2	Attributes of a Food & Beverage Personnel	0.25			0.25
13.3	Essential Technical Skills	0.50			0.50
13.4	Dealing with Customers During Service	0.50			0.50
13.5	Recording Incidents	0.25			0.25
13.6	Health, Safety and Security	0.50			0.50
13.7	Avoiding Hazards	0.50			0.50
13.8	Maintaining a Secure Environment	0.50			0.50
	Exam			0.50	0.50

		Theory	Practical	Exam	Total
<b>14</b>	<b>Food &amp; Beverage Service Area Equipment</b>				
14.1	Stillroom	0.15			0.15
14.2	Equipment's in a Stillroom	0.50			0.50
14.3	Provisions in a Stillroom	0.15			0.15
14.4	Silver Room	0.15			0.15
14.5	Hot Plate/Passé	0.15			0.15
14.6	Items Stored in a Hot Plate	0.25			0.25
14.7	Hot Plate	0.15			0.15
14.8	Menu Terminology	0.15			0.15
14.9	Wash-Up	0.50			0.50
14.10	Methods of Dishwashing	0.20			0.20
14.11	BAR	0.40			0.40
14.12	Main Equipment's in a Bar	0.25			0.25
14.13	Other Items in a Bar	0.25			0.25
14.14	Linen Used in a Restaurant	0.25			0.25
14.15	Crockery	0.50			0.50
14.16	Cutlery	0.50			0.50
14.17	Glassware	0.50			0.50
	Exam			1.00	1.00
<b>15</b>	<b>Menu Knowledge &amp; Accompaniments</b>				
15.1	What is a Menu?	0.25			0.25
15.2	Designing a Menu	0.25			0.25
15.3	Purpose of a Menu	0.25			0.25
15.4	Presenting Ways of Menus	0.25			0.25
15.5	Classical Menu Sequence	0.25			0.25
15.6	Main Two Categories of Menu	0.25			0.25
15.7	Table D'hôtel Menu	0.25			0.25
15.8	Principal Influences on Extent and Style of Menus	0.50			0.50
15.9	Product Knowledge	0.50			0.50
15.10	Hors D'oeuvres and other Appetizers	0.25			0.25
15.11	Soups	0.25			0.25
15.12	Pasta and Rice Dishes	0.50			0.50
15.13	Fish Dishes	0.25			0.25
15.14	Meats, Poultry And Game	0.25			0.25
15.15	Lay – Up of a Buffet	0.25			0.25
15.16	Food Items for a Buffet	0.25			0.25
15.17	Unexpected Situations	0.25			0.25
	Exam			1.00	1.00

	Theory	Practical	Exam	Total
<b>16 The Service Sequence ( Table Service ) Part I</b>				
16.1 Room Service	0.25			0.25
16.2 Communication Systems in Room Service	0.25			0.25
16.3 Ordering Procedure	0.25			0.25
16.4 Room Service – MIS – En -Place	0.25			0.25
16.5 Taking Bookings	0.25			0.25
16.6 Procedure for Taking Bookings	0.25			0.25
16.7 Preparation for Service	0.25			0.25
16.8 Sideboards/Workstations/Dummy Waiters	0.25			0.25
16.9 Clothing Up	0.25			0.25
16.10 Laying Table Clothes	0.25			0.25
16.11 Important Facts About Napkin Folds	0.25			0.25
16.12 Different Types of Napkin Folds	0.25			0.25
16.13 Cover	0.25			0.25
16.14 A La Carte Cover	0.25			0.25
16.15 Table D'hôtel Cover	0.25			0.25
16.16 Laying a Table	0.25			0.25
16.17 Table Accompaniments	0.25			0.25
16.18 What is a KOT	0.25			0.25
16.19 Distribution of a K.O.T	0.25			0.25
16.20 Importance of a K.O.T.	0.25			0.25
16.21 Method of Order Taking	0.25			0.25
16.22 Order on a K.O.T	0.25			0.25
16.23 Silver Service	0.50			0.50
<b>17 The Service Sequence ( Table Service ) Part II</b>				
17.1 Self Service	0.50			0.50
17.2 Assisted Service	0.50			0.50
17.3 Single Point Sales	0.50			0.50
17.4 Buffet Service	0.50			0.50
17.5 Buffet Preparation	0.50			0.50
17.6 Bar Preparation	0.50			0.50
17.7 The Sequence of Service	1.00			1.00
17.8 Cafeteria/Counter Service	0.50			0.50
17.9 Clearance of the Service	0.50			0.50
Exam			1.00	1.00

		Theory	Practical	Exam	Total
<b>18</b>	<b>The Service Of Breakfast &amp; Afternoon Tea</b>				
18.1	Types of Breakfast	0.75			0.75
18.2	Cover for a Breakfast Set Up	0.25			0.25
18.3	Order of Breakfast Service	0.25			0.25
18.4	Afternoon Tea Service	0.75			0.75
18.5	Cream Tea	0.25			0.25
18.6	Full Afternoon Tea	0.25			0.25
18.7	High Tea	0.25			0.25
18.8	Order of Service for Afternoon Tea and High Tea	0.25			0.25
	Exam			1.00	1.00
<b>19</b>	<b>Enhanced Service Techniques</b>				
19.1	Types of Enhance Services	0.50			0.50
19.2	Gueridon Service	0.50			0.50
19.3	Introduction to Carving, Jointing and Fileting	0.25			0.25
19.4	Cleanliness and Hygiene	0.25			0.25
19.5	Maintenance and Safety Factors of Carving Trolley	0.25			0.25
19.6	Carving Trolley Mis-En-Place	0.25			0.25
19.7	Preparation for Action Cooking	0.25			0.25
19.8	Carving Trolley	0.25			0.25
19.9	Flambé Trolley	0.25			0.25
19.10	When Using a Flambé Trolley	0.25			0.25
	Exam				
<b>20</b>	<b>Introduction To Non Alcoholic Beverages</b>				
20.1	Non-Alcoholic Beverages	0.25			0.25
20.2	Aerated Waters	0.25			0.25
20.3	Natural Spring/Mineral Waters	0.50			0.50
20.4	Different Mineral Waters	0.50			0.50
20.5	Squashes	0.25			0.25
20.6	Juices	0.25			0.25
20.7	Syrups	0.50			0.50
20.8	Tea	0.50			0.50
20.9	Coffee	0.50			0.50
20.10	Chocolate	0.50			0.50
	Exam				
<b>21</b>	<b>Introduction To Alcoholic Beverages</b>				
21.1	Types of Alcoholic Beverages	0.50			0.50
21.2	Fermented Alcoholic Beverages	0.50			0.50
21.2.1	Wine	1.00			1.00
21.2.2	Beer	1.00			1.00
21.2.3	Cider and Perry	0.50			0.50
21.3	Distilled Alcoholic Beverages	0.50			0.50
21.3.1	Whisky	1.00			1.00

		Theory	Practical	Exam	Total
21.3.2	Gin	1.00			1.00
21.3.3	Rum	1.00			1.00
21.3.4	Vodka	1.00			1.00
21.3.5	Brandy	1.00			1.00
21.3.6	Tequila	0.50			0.50
21.4	Most Commonly Used Chasers	0.50			0.50
21.5	Organizing a Bar	0.50			0.50
21.6	Taking Down Beverage Orders	0.50			0.50
21.7	Alcoholic Beverage Service	0.50			0.50
21.8	Liqueurs	1.00			1.00
21.9	Cocktails	1.00			1.00
21.9.1	Methods of Preparing Cocktails	1.00			1.00
21.9.2	Points to Consider when Making Cocktails	0.50			0.50
	Exam				
<b>22</b>	<b>Costing Of Beverages</b>				
22.1	Base of Costing	1.00			1.00
22.2	Various Gross Profit Margins	0.50			0.50
22.3	Costing for Tea & Coffee and Juices	0.50			0.50
22.4	Costing of Mixed Drinks or Cocktails	0.50			0.50
22.5	Standard Recipe Format	0.50			0.50
	Exam			1.00	1.00
<b>23</b>	<b>Responsible Service Of Alcohol</b>				
23.1	Mandatory Code of Practice	0.25			0.25
23.2	Cost to The Community	0.25			0.25
23.3	How Alcohol Effect the Body	0.50			0.50
23.4	Positive Effects	0.50			0.50
23.5	Negative Effects	0.50			0.50
23.6	Long Term Consequences	0.50			0.50
23.7	Levels of Intoxication	0.25			0.25
23.8	Illicit Drugs	0.25			0.25
23.9	Who Should be Refused Service	0.50			0.50
23.10	Signs of Immaturity	0.50			0.50
23.11	Intoxication	1.00			1.00
	Exam			1.00	1.00
<b>24</b>	<b>Food &amp; Beverage Practical</b>				
24.1	Food & Beverage Practical		86.00		86.00

General English 100 Hrs Core Syllabus		
#	Unit	Hrs
1.1	Many ways we communicate	4
1.2	Asking and giving information personal, Identifying nationalities	4
1.3	Talk about each other as neighbors	2
1.4	Everyday English	4
1.5	Describing crew position, practicing orders, numbers, telling time and talking about daily routing	4
1.6	Describe countries, make questions and express likings	2
1.7	Talk about experiences of living in a new place	2
1.8	Identifying placed on board and describing location	2
1.9	Talking about past events	2
1.10	Identifying safety equipment distinguishing safety commands and describing the location of the safety equipment	2
1.11	Relating sea stories, past events	4
1.12	Talk about future intentions	2
1.13	Describing geographical location, practicing large numbers, giving approximate distance and identifying distance	2
1.14	Going places and compares cities visited, travel	4
1.15	Reading a newspaper article	4
1.16	Giving directions and finding the way	4
1.17	Expressing agreement and understanding asking for and giving directions finding your way around the vessel and in town	4
1.18	Telephone etiquettes, making and receiving telephone messages, how to be impressive in the phone interview, how to face an interview, CV, Mock Interviews	10
1.19	Express likes and dislikes, describing leisure activities, describing the frequency of daily activities	4
1.20	<b>Review 1</b>	1
1.21	Describing people, comparing physical appearance, describing personalities, asking for descriptive information	2
1.22	Choosing food and drinks expressing preference asking for food in the mess room	2
1.23	Week and shopping, talks about quantity.	2
1.24	Identifying emergency situations, recognizing emergency procedures, producing accurate commands	2
1.25	Identifying and describing present and future weather conditions	4
1.26	<b>(Any 5 out of 8 role plays)</b>	
	Role play - How to handle food complain	4
	Role play - Event management	4
	Role play - An event of an accident	4
	Role play - How to handle a drunken customer	4
	Role play - Promoting of a wine	4
	Role play – Pros and cons of female consuming alcohol	4
	Role play - How to segregate garbage	4
	Role play - Why women can't work	4
	Review 2	1

## Detail Syllabus General English

1. Many ways we communicate
  - a. Verbal communication
  - b. Nonverbal communication
  - c. Body Language
2. Asking and giving information personal, Identifying nationalities
  - a. Asking and giving information personal
    - i. Students ask and give information about themselves according to the questions in the PowerPoint and as they wish.
  - b. Identifying nationalities
    - i. Students identify the countries, the language and the nationalities in the relevant country.
3. Talk about each other as neighbors
  - a. Get the information from the activity two and present about the neighboring student
4. Everyday English
  - a. Greeting
  - b. Parting
  - c. Magical words
  - d. Mannerism
    - i. **Posture**
    - ii. **When Seated**
    - iii. **General Behavior**
5. Describing crew position, practicing orders, numbers, telling time and talking about daily routing
  - a. Describing crew position
  - b. Practicing orders
  - c. Numbers
  - d. Telling time
  - e. Talking about daily routing
  - f. Expressing thanks
  - g. Responding to thanks
  - h. Making offers
  - i. Preference
  - j. Talking about ability
  - k. Talking about favorites
  - l. Simple Present Tense

6. Describe countries, make questions and express likings
  - a. Describe countries
  - b. Describe and Compare of two countries
  - c. Express likings
  - d. Make questions
    - i. **Open question:**
    - ii. **Closed question:**
7. Talk about experiences of living in a new place
  - a. Students talk about their experience of living in a new place
  - b. Some imagine if they have never moved to any other place
8. Identifying places on board and describing location
9. Talking about past events
  - a. Simple Past Tense
  - b. Past Continuous Tense
  - c. How did you spend December 31<sup>st</sup> last year?
10. Identifying safety equipment distinguishing safety commands and describing the location of the safety equipment
  - a. Safety equipment
  - b. Safety signs
  - c. Describing the location of the safety equipment
11. Relating sea stories, past events
  - a. Relate experience in sea
  - b. Ship wrecked
  - c. Sea sick
  - d. Discuss some sea stories they know
  - e. Students do a presentation about their sea stories
  - f. past events (slide no 37-40)
12. Talk about future intentions
  - a. Simple Future Tense
  - b. Explain what you want to be in future

13. Describing geographical locations, practicing large numbers, giving approximate distance and identifying distance be in future
  - a. Describing geographical location, distance
  - b. Practicing large numbers (Slide no 26)
  - c. giving approximate distance
  - d. Give directions from home to win stone and how do you explain and give a land mark to a friend
14. Going places and compares cities visited, travel (slide No 32)
15. Reading a newspaper article
  - a. Students bring their own news article and read as news
16. Giving directions and finding the way (slide 52)
17. Expressing agreement and understanding asking for and giving directions finding your way around the vessel and in town(slide 52, Slide 50)
18. Telephone etiquettes, making and receiving telephone messages, how to be impressive in the phone interview, how to face an interview, CV, Mock Interviews
  - a. Telephone etiquettes
  - b. Making and receiving telephone messages
  - c. How to be impressive in the phone interview, how to face an interview, CV, Mock Interviews
19. Express likes and dislikes, describing leisure activities, describing the frequency of daily activities (Slide 33,Slide 28-31)
  - a. How do you spend a normal Sunday?
20. Describing people, comparing physical appearance, describing personalities, asking for descriptive information
21. Choosing food and drinks expressing preference asking for food in the mess room(slide 29)
22. Week and shopping, talks about quantity.
23. Identifying emergency situations, recognizing emergency procedures, producing accurate commands
  - a. Steps of reporting a Hazard
  - b. Why should you evacuate a building during a fire hazard
  - c. Win-Stone Fire Evacuation Procedure
  - d. Reasons to evacuate a building
  - e. Steps to follow in an emergency situation
  - f. What shouldn't you do in an emergency

24. Identifying and describing present and future weather conditions

25. (Any 5 out of 8 role plays)

- a. Role play - How to handle food complain
- b. Role play - Event Management
- c. Role play - An event of an accident
- d. Role play - How to handle a drunken customer
- e. Role play - Promoting of a wine
- f. Role play – Pros and cons of female consuming alcohol
- g. Role play - How to segregate garbage
- h. Role play - Why women can't work

## Housekeeping 60 Hrs Core Syllabus

#	UNITS	Hrs
1	Safety at Work	6.75
2	Customer Service in Hospitality and Catering Industry	8.00
3	Accommodation Services	11.00
4	Cleaning Accommodation Areas	9.00
5	Housekeeping Practical	25.25
	<b>Total</b>	<b>60.00</b>

## HOUSEKEEPING-DETAIL SYLLABUS 60 HRS

SUBJECT		Housekeeping 60 Hrs.	Duration		
			Theory	Practical	Demo
<b>1. Safety at Work</b>	<b>1.1</b>	<b>Know How to Work Safely</b>	<b>4.75</b>		
	1.1.1	Identifies OH & S in the hospitality sectors	1.50		
	1.1.2	Discusses why OH & S important	0.50		
	1.1.3	Identifies safety signs	0.25		
	1.1.4	Discusses hazards in the workspace	0.50		
	1.1.5	Identifies OH & S in house keeping	0.50		
	1.1.6	Identify general safety requirements	1.00		
	1.1.7	Discusses accidents reports	0.50		
	<b>1.2</b>	<b>Fire &amp; Emergency Procedures</b>	<b>2.00</b>		
	1.2.1	Explains workspace emergency procedures	1.00		
	1.2.2	Explains workspace security procedures	1.00		
<b>2. Customer Service in Hospitality and Catering Industry</b>	<b>2.1</b>	<b>Customer Service</b>	<b>3.50</b>		
	2.1.1	Discusses greeting customers	1.00		
	2.1.2	Identifies types of customers	1.00		
	2.1.3	Identifies customer needs	0.50		
	2.1.4	Discusses providing information for customers	0.50		
	2.1.5	Discusses communicating with customers	0.50		
	<b>2.2</b>	<b>How to Deal with Customers</b>	<b>4.50</b>		
	2.2.1	Explains customer service	1.00		
	2.2.2	Explains first impressions	0.50		
	2.2.3	Discusses excellent customer service	1.00		
2.2.4	Discusses customer needs	0.50			
2.2.5	Discusses types of problem	0.50			
2.2.6	Discusses dealing with customer complaints	1.00			
<b>3. Accommodation Services</b>	<b>3.1</b>	<b>Caring out Duties in Accommodation Service</b>	<b>4.00</b>		
	3.1.1	Introduction	0.50		
	3.1.2	Describes maintain guests rooms to a high standard	0.50		
	3.1.3	Describes maintain common areas to a high standard	1.00		
	3.1.4	Explains correct handling of guests and hotel property	1.00		
	3.1.5	Explains manual handling techniques	0.50		
	3.1.6	Procedures for unattended valuables	0.50		

<b>3. Accommodation Services</b>	<b>3.2</b>	<b>Duties Caring out by Accommodation Services</b>	<b>7.00</b>		
	3.2.1	Introduction	0.50		
	3.2.2	Describes cleaning common areas	0.50		
	3.2.3	Describes cleaning guests rooms	1.00		
	3.2.4	Describes other accommodation services duties	0.50		
	3.2.5	Explains importance of maintaining guests areas	0.50		
	3.2.6	Identifies different types of hotel property	1.00		
	3.2.7	Explains correct handling techniques of guest property	0.50		
	3.2.8	Explains organizational procedure to access areas	0.50		
	3.2.9	Explains manual handling techniques	0.50		
	3.2.10	Discusses injuries that can occur when lifting	0.50		
	3.2.11	Identifies suspicious item or packages	0.50		
	3.2.12	Procedure for unattended valuables	0.50		
<b>4. Cleaning Accommodation Areas</b>	<b>4</b>	<b>Cleaning Accommodation Areas</b>	<b>09.00</b>		
	4.1.1	Introduction to Cleaning accommodation areas	1.00		
	4.1.2	Describes cleaning areas	0.50		
	4.1.3	Identifies cleaning equipment	0.50		
	4.1.4	Identifies cleaning solutions	1.00		
	4.1.5	Explains how to clean safely	0.50		
	4.1.6	Describes equipment selection and it's use	1.00		
	4.1.7	Identifies cleaning supplies	0.50		
	4.1.8	Explain cleaning methods	0.50		
	4.1.9	Discusses work routines	0.50		
	4.1.10	Identifies checklist	0.50		
	4.1.11	Explain how to clean correctly	0.50		
	4.1.12	Discusses daily duties	0.50		
	4.1.13	Explain safe work practices	0.50		
	4.1.14	Explain how to clean properly	0.50		
	4.1.15	Explain end of shift	0.50		

<b>5. Housekeeping Practical</b>	<b>5.1</b>	<b>Introduction to Cleaning Public areas</b>		<b>13.50</b>	
	5.1.1	Describes housekeeping trolleys and their care		0.50	
	5.1.2	Identifies list of guests essential items		0.50	
	5.1.3	Practices nightly cleaning job in dining room		1.00	
	5.1.4	Practices cleaning executive / administrative rooms		1.00	
	5.1.5	Practices cleaning hard furniture		0.50	
	5.1.6	Practices cleaning soft furniture		0.50	
	5.1.7	Practices cleaning mirrors		0.50	
	5.1.8	Practices cleaning glass surfaces		0.50	
	5.1.9	Practices cleaning walls		0.50	
	5.1.10	Practices cleaning ceilings		1.00	
	5.1.11	Practices cleaning curtains		1.50	
	5.1.12	Practices cleaning ceramic surfaces		0.50	
	5.1.13	Practices cleaning metal surfaces		0.50	
	5.1.14	Practices cleaning fittings and appliances		1.00	
	5.1.15	Practices care, cleaning and maintenance of carpet		1.00	
	5.1.16	Identifies types of carpets		0.50	
	5.1.17	Practices cleaning of stairs		1.00	
	5.1.18	Practices cleaning of elevators		1.00	
	<b>5.2</b>	<b>Guest Room Cleaning and Service Procedures</b>		<b>11.75</b>	
	5.2.1	Practice entering a room		0.50	
	5.2.2	Practice airing room/ Bed and Guest night clothes		0.50	
	5.2.3	Practice stripping a bed		0.50	
	5.2.4	Practice moving food trays & extra Bottles		0.50	
	5.2.5	Practice emptying and Cleaning waste containers		0.50	
	5.2.6	Practice bed making methods		1.50	
	5.2.7	Practice Dusting and Polishing		1.50	
	5.2.8	Practice General Area Dusting and Polishing		1.00	
5.2.9	Practice checking and tidying Furniture		0.50		
5.2.10	Practice evening turn down		1.00		
5.2.11	Practice cleaning an occupied room		1.50		
5.2.12	Practice cleaning the toilet in an occupied room		0.75		
5.2.13	Practice cleaning a departure room		1.00		
5.2.14	Practice toilet in a departure room		0.50		

## Equipment List Cookery

- All-purpose knife
- Apple slicer
- Baba molds ‘
- Baker brush
- Banquettes
- Blender
- Boning knife
- Bread knife
- Bread molds
- Butchers knife
- Butter curler
- Cake molds
- Can opener
- Can opener
- Casserole pot
- Cheese knife
- Chef’s knife
- Chiller
- Chinese spatula
- Chinos
- Chocolate molds
- spatula
- Clever
- Conical strainer
- Cooking range
- Cooks knife
- Cooling racks
- Croissant cutter
- Cutters round
- Cutting board
- Cutting board rack
- Deck oven
- Decorating comb
- Deep frying skimmer
- Digital thermometer
- Digital weighing scale
- Dish washer
- Dockers
- Dough divider
- Dough scraper
- Dough sheerer
- Egg slicer
- Fillet knife
- Fish scalar
- Fish spatula
- Food pans
- Freezer
- Funnel
- Garbage bins
- Gas cylinders
- Gas lighter
- Gas torch
- Gloves
- Grater
- Griddles
- Grills
- Ice cream scoop
- Ladle
- Lasagna spatula
- Liquidizer
- Lobster cracker
- Measuring jug
- Measuring spoons
- Meat folk
- Meat hammer
- Meat tenderizer
- Microwave ovens
- Mixing bowls
- Mixing bowls (plastic)
- Muffin molds
- Nonstick round molds
- Non-stick pan
- Nozzles
- Oval molds
- Oyster knife
- Paring knife
- Pastry bags
- Pastry rings ‘
- Pastry trays
- Pastry wheel
- Pate molds
- Perforated spatula
- Perforated spoons

## **Equipment list Cookery - cont....**

- Perforated trays
- Pie molds
- Pittu steamer
- Potato baller
- Revolving cake stands
- Rice steamer
- Roasting pan
- Rolling pin
- Salamander
- Sauce boats
- Sauce pan
- Sauté pan
- Savarin mold
- Saw knife
- Scissors
- Scoops with handle
- Sharpening knife
- Sharpening tool
- Sifter
- Silicon mats
- Sinks
- Skewers
- Skimmer
- Slicing knife
- Slicing knife
- Small mixing bowls
- Soufflé sups
- Soup cups
- Soup plates
- Spatula –( bowl scraper)
- Spice trays
- Spoons
- Spray cleaner
- Stainless steel bowls in different sizes
- Stainless steel tables
- Steamers
- Stock pot
- Strainer with fine mesh
- Strainer with handle
- String hopper squeezer
- Tart rings
- Tartlet molds
- Thick bottom pans
- Toaster
- Tongs
- Vegetable cutters
- Vegetable peeler
- Whisks
- Wok pans
- Wooden spatula flat
- Wooden spatula long

## **Equipment list Food & Beverage**

- Bar Spoons
- Bar Towels
- Beverage Trays
- Blenders, Juicers And Shakers
- Bottle Opener And Wine Bottle
- Bussing Trays
- Chafing Dishes
- Chairs
- Chopping Board
- Clean Uniforms
- Cleaning Equipment
- Cocktail Recipe Books
- Cocktail Shaker
- Coffee-Making Equipment
- Condiments
- Crockery
- Cutlery
- Decorative Material
- Display Material
- Drip Mats
- Dust Pan And Brush
- Dusters And Glass Cloth
- Fire Extinguishers
- First Aid Items
- Flower Vase
- Food Covers
- Gel Fuel For Burners
- Glass Ware
- Glass Washers
- Glassware Appropriate To Beverage And Style
- Gloves
- Hand Washing Sinks
- Ice Buckets
- Ice Crushers
- Ice Pail/Tongs
- Ice Tongs
- Jiggers

### **Equipment list Food & Beverage Cont..**

- Juice Extractor
- Knives
- Linen
- Liquid Measures
- Menus And Wine Lists
- Mixing Glass
- Napkins
- Openers And Wine Knives
- Plastic Containers
- Plate Warmer
- Post Mix Systems
- Refrigeration Equipment
- Safety Signage
- Service Cutlery And Tongs
- Service Trays
- Silver Platters
- Stands
- Stirrers And Swizzles
- Strainers
- Tables And Chairs
- Tea And Coffee Making Facilities
- Toothpicks
- Trays
- Trolleys
- Utensils
- Waiter's Kit (Bottle/Wine Opener, Pen & Note Pad, Lighter, Waiter's Cloth,)
- Jugs

## **Equipment list Housekeeping**

- Bins
- Broom or Sweeper
- Bucket (for 3- bucket system Red, yellow and green)
- Carpet blower
- Carts And Trolley
- Chemical Caddy
- Chemical Dispenser
- Cleaning Agents Used In House Keeping
- Communication Equipment
- Computer And Accessories
- Dress Hangers
- Dust Pan
- Fire Extinguisher
- First Aid Box
- Floor Care Signage
- Floor Polisher
- Floor Squeegee
- Inspection Table
- Iron And Iron Boards
- Keys
- Label Identified Areas
- Laundry Bags And Cover
- Laundry Baskets
- Laundry Control Sheets
- Linen Bins
- Linen Cart/Trolley
- Linen Racks
- Linen Room Log Book
- Linen Trolley
- Maintenance Order Forms
- Manual And Electrical Housekeeping Equipment
- Mop handle
- Mop head
- Mop Squeezer
- Office Facilities
- Personal Protective Equipment
- Public area cart
- Push Brush
- Racks And Tags
- Required Linen And Uniform Stocks
- Room Amenities
- Shampoo machine

## Reference

1. Cookery for the Hospitality Industry  
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3. Caserani & Kinton's The theory of Catering  
David Foskett and Victor Ceserani
4. Advanced Practical Cookery  
John Campbell, David Foskett, Victor Ceserani
5. Practical Cookery For Level 2 NVQ & Apprenticeships  
John Campbell, David Foskett, Neil Rippington, Patricia Paskins
6. Hotel Housekeeping: Operations and Management  
G. Raghubalan and Smritee Raghubalan