

**Skills Development Program of the Ministry of Tourism
HUNNAR SE ROZGAR**

Course Guidelines

Course Title	Waiter-cum-Houseman
Objective	Skill development and certification for employment
Eligibility	8 th Class pass Age: 18 to 25 years
Duration	Six Weeks or 210 hours Teaching of seven hours per day - five days a week or 35 hours per week
Industrial Training	Industrial Training of eight hours per week for six weeks. Minimum clock in of 48 hours certified through log sheet by industry / trainer to be organized by institute. In case institute is unable to organize, an additional day of 8hrs per week of training in institute be organized
Admission	Through Advertisement on first come first served basis with minimum class size of 25 and maximum 30 students
Fee	No course fee for trainee. Institute to pay Rs.1500/- to trainee at the end of course
Course Administration	To be delivered by Central Institutes of Hotel Management & four IHMs/FCIs @ Faridabad, Chandigarh, Kurukshetra & Ajmer
Attendance and Examination	Students must attain minimum 90% attendance to be entitled for stipend. There will be one hour objective type, multiple choice paper to test theoretical knowledge and 4/5 tasks tested in practical. Minimum pass marks are 60%. Two external and one internal examiner during test
Certification	By NCHMCT

Course Details
Waiter-cum-Houseman Course
(Six weeks)

THEORY COMPONENT

S.No.	Topic – Food & Beverage Service
1	Pride in Nation
2	Tourism & You
3	Etiquettes & Basic Conservation
4	Identification and use of Tools and Equipment
5	Techniques and principals of cleaning
6	Personal Hygiene
7	Food Handling and hygiene
8	Safety and precautions
9	Food & Beverage Terminology
	Topic – Housekeeping
1	Types of Rooms
2	Types of cleaning agents and their use
3	Cleaning Agents and their storage
4	Stock taking

Course Details
Waiters Course 06 weeks

PRACTICAL COMPONENT

S.No.	Topic – Food & Beverage Service
1	Cleaning the restaurant
2	Setting up and preparing for service
3	Use of Tray
4	Care and maintenance (crocker, cutlery, hollowware and equipment)
5	Laying of table
6	Laying of covers
7	Preparing sideboard for service
8	Napkin folding
9	Use of service cloth
10	Receiving and seating guests
11	Types of menus
12	Taking an order
13	Placing an order in the kitchen / in the bar
14	Service of common food items
15	Service of common beverages
16	Clearing and crumbing of table
17	Presentation of Bill and settlement of payment
18	Closing of restaurant
	Topic – Housekeeping
1	Cleaning of Guest Room
2	Cleaning of Bath Room
3	Bed making
4	Cleaning of surfaces (furniture, fixture and floor)
5	Carpet cleaning and shampooing
6	Water and energy conservation
7	Waste disposal