

Syllabus for the trade

Of

STEWARD

(SEMESTER PATTERN)

UNDER
CRAFTSMAN TRAINING SCHEME

Designed in
2013

By

Government. of India
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE
Directorate General of Employment & Training
Ministry of Labour & Employment
EN 81, SECTOR – V, SALT LAKE CITY,
Kolkata – 700 091.

List of the Members OF Trade Committee meeting for the trade of “**STEWARD**” held at ATI/EPI, Dehradun

S.No.	Name Shri/Shrimati	Representing organisation	Remarks
1.	Deepankar Mallick	ATI Kanpur	Director, Chairman
2.	Anil kumar	ATI-EPI Dehradun	Director
3.	R.C.Pandey	Government Institute of Hotel Management and Nutrient, Dehradun	Principal
4.	Magan Bhandari	Hotel Great value, Rajpur Road, Dehradun	F&B Manager
5.	Neena Sharma	Synergy Consultant 35- Subash Road, Dehradun	Director
6.	Ajay Mehta	Designed life skill, old survey Road, Dehradun	Director
7.	Ravindra Mohan Kala	55 - Rajpur Road, Dehradun	State Secretary, Scout
8.	S.K. Suri	New India Corporate House, Dehradun -	Manager
9.	Prithive Adhikari	I.T.I. Mussoorie	Instructor, Tour & Guide
10.	V.K. Sharma	I.T.I. Vikash Kashnagar	Foreman
11.	Manmohan Kudial	I.T.I.(w) Dehradun.	Principal
12.	Rajendra Singh	Ramanand Residency, Mussoorie	Manager catering
13.	Satybir Singh	L.B.S.N.A. Mussoorie	Administrative officer
14.	Sanjay Gusain	New Taj Institute of Hotel Management, Dehradun	In charge, Bakery & Confectionary
15.	Sanjeev Kumar	S.P.I.U. Dehradun.	Assistant Director
16.	C.S. Negi	GMVN, Dehradun.	A.G. M.

17.	V.P.S.Negi,	Kukreja Instituta of Hotel Management, Dehradun	H.O.D.
18.	A.K. Singh	Uttaranchal Tourism Development Board, Dehradun	Joint. Director
19.	Capt. Yogesh Tripathi	Uniyal Bakers, Dampur Dehradun	Manager
20.	Ashok Devi Trivedi	RVTI, Allahabad.	Dy. Director.
21.	Usha Mishra	RVTI, Allahabad.	T.O.(D.M.)
22.	Hemant Kochar	Hotel Madhuban, Dehradun	M.D.
23.	B.S.Bhandari	S.P.I.U. Dehradun	Sr. Assistant
24.	P.L.Kavi	Hotel Garwal Terrac, Mussoorie	Manager
25.	A.K. Bhandari	N.I.V.H. Rajpur Road Dehradun	Catering officer
26.	P.N.Yadav	ATI-Kanpur	Dy. Director
27.	Sachin Kumar	RVTI, Allahabad	Inst. Catering & Hospitality.
28.	Hitesh Pundir	S.P.I.U. Dehradun	.Consultant
29.	Savez Bakesh	S.P.I.U. Dehradun	Consultant
30.	Tanuj Nayyar	J.P. Residency, Mussoorie	Sr. Service Chef

List of members attended the Workshop to finalize the syllabi of existing CTS into Semester Pattern held from 6th to 10th May'2013 at CSTARI, Kolkata.

Sl. No.	Name & Designation	Organisation	Remarks
1.	R.N. Bandyopadhyaya, Director	CSTARI, Kolkata-91	Chairman
2.	K. L. Kuli, Joint Director of Training	CSTARI, Kolkata-91	Member
3.	K. Srinivasa Rao, Joint Director of Training	CSTARI, Kolkata-91	Member
4.	L.K. Mukherjee, Deputy Director of Training	CSTARI, Kolkata-91	Member
5.	Ashoke Rarhi, Deputy Director of Training	ATI-EPI, Dehradun	Member
6.	N. Nath, Assistant Director of Training	CSTARI, Kolkata-91	Member
7.	S. Srinivasu, Assistant Director of Training	ATI-EPI, Hyderabad-13	Member
8.	Sharanappa, Assistant Director of Training	ATI-EPI, Hyderabad-13	Member
9.	Ramakrishne Gowda, Assistant Director of Training	FTI, Bangalore	Member
10.	Goutam Das Modak, Assistant Director of Trg./Principal	RVTI, Kolkata-91	Member
11.	Venketesh. Ch. , Principal	Govt. ITI, Dollygunj, Andaman & Nicobar Island	Member
12.	A.K. Ghate, Training Officer	ATI, Mumbai	Member
13.	V.B. Zumbre, Training Officer	ATI, Mumbai	Member
14.	P.M. Radhakrishna pillai, Training Officer	CTI, Chennai-32	Member
15.	A.Jayaraman, Training officer	CTI Chennai-32,	Member
16.	S. Bandyopadhyay, Training Officer	ATI, Kanpur	Member
17.	Suriya Kumari .K , Training Officer	RVTI, Kolkata-91	Member
18.	R.K. Bhattacharyya, Training Officer	RVTI, Trivandrum	Member
19.	Vijay Kumar, Training Officer	ATI, Ludhiana	Member
20.	Anil Kumar, Training Officer	ATI, Ludhiana	Member
21.	Sunil M.K. Training Officer	ATI, Kolkata	Member
22.	Devender, Training Officer	ATI, Kolkata	Member
23.	R. N. Manna, Training Officer	CSTARI, Kolkata-91	Member
24.	Mrs. S. Das, Training Officer	CSTARI, Kolkata-91	Member
25.	Jyoti Balwani, Training Officer	RVTI, Kolkata-91	Member
26.	Pragna H. Ravat, Training Officer	RVTI, Kolkata-91	Member
27.	Sarbojit Neogi, Vocational Instructor	RVTI, Kolkata-91	Member
28.	Nilotpal Saha, Vocational Instructor	I.T.I., Berhampore, Murshidabad, (W.B.)	Member
29.	Vijay Kumar, Data Entry Operator	RVTI, Kolkata-91	Member

GENERAL INFORMATION

1. **Name of the Trade** : STEWARD
2. **NCO Code No.** : 521.40
3. **Duration of Craftsman Trg.** : One year (2 semesters)
4. **Power Norms** : 8 Kw
5. **Space Norm** : 48 Sq. Meter
6. **Entry Qualification** : Passed 10th class examination
7. **Unit Strength** : 16 Trainees
8. **Instructors/Trainer's Qualification** : (i) Degree in Hotel Management / Catering Technology with one years experience in the relevant field
(ii) Diploma in Hotel Management / Catering Technology with two years experience in the relevant field.
(iii) NTC/NAC in the trade with three years experience in the relevant field.
9. **Desirable Qualification :**
Preference will be given to a candidate with Craft Instructor Certificate(CIC).

Note: Atleast one Instructor must have degree /Diploma in the relevant field

SYLLABUS FOR THE TRADE OF STEWARD UNDER CTS

Duration: Six Months

FIRST SEMESTER

Semester Code: STD: SEM I

Week	Practical	Theory
1 -2	To make acquaintance with Restaurant/ Pantry/Still Room/ Bar equipments.	a) Introduction to the Food Industry in India. b) Sectors of Food service Industry. c) Types of Food Service operation. d) Variable in Food Service operation. e) Types of Restaurants & their characteristics. f) Environmental Factors Influencing Food Service operation. , g) Employment opportunities.
3 -4.	Hygienic handling of cutlery, crockery, glassware-and Trays. Laying & Relaying of table cloth during and before meals.	a) Functions of Food & Beverage Department b) Organization of Food & Beverage department c) Duties & Responsibilities of Food & Beverage personnel. d) Organization of Main Kitchen. e) Organization of Kitchen stewarding department. f) Purchase a Store department. g) Restaurant organization. h) Banquet organization. i) Room service organization. j) Bar organization. k) Attributes of Food a Beverage service personnel's.
5 to 8	Correct use of waiters Cloth, runner, napkins & napkin folding. Change of Ash, tray.	a) Familiarization about Various types of equipments used in the restaurant and bar & their operating. c) Special a miscellaneous equipment & their uses. d) Familiarization with cutlery, Crockery, lassware. e) Familiarization with different -types of furniture and linen used in restaurants. f) Hygienic handling & use of various equipments. g) Disposables. h) Storage of Service equipments.
9-10	Handling, upkeep a polishing of Silver, Cattery, glassware and Crockery. Arrangement & Preparations of Side Board of Service Table. Misc-en-scene & Mise-en-place for	a) Introduction. b) Still Room c) Silver Room d) Wash-Up e) Hot Plate f) Pantry

	various types of meals and menu.	g) Linen Store h) Dispense Bar
11-12	Correct handing & practices of service spoon & service Fork.	Styles of Food Services. a) Waiter Service. b) Self Service. c) Assisted Service.
13-14	Styles of Services placing plates & dishes, Silver & Pre plated service method & techniques.	a) Intra - department Relationship. b) Inter - department Relationship.
15-16	Serving & clearing of a meal. Familiarization with French names of vegetables, Fruits, cutleries, rockeries, glassware & Miscellaneous items.	a) Origin of Menu. b) Function of Menu. c) Types of Menu. d) French classical Courses. e) French & Culinary terms.
17-18	Tabled' hote menu, Laying of cover & service for lunch & dinner.	Cover and accompaniments for selected Dishes.
19-20	Awareness about general timings of cooking a dish for Alfa carte orders.	a) Basic Method of Cooking. b) Basic mother sauces & their Use. c) Salads with recommended dressings. d) Classification of soups.
20-22	Practice Of service communication skills, customer relation ,management, Social ethics, grooming & hygienic hobbits.	Interpersonal Skills. Spillage of Food on the table. a) Customer knocks over a glass accidentally. b) Return Food. c) Lost property. d) Illness. e) Over consumption of Alcohol. f) Dealing with children. g) Blind & partially sighted customers. h) Customers with communication difficulties. Customer Mobility.
23-24	a) Rules to be observed while waiting at the table. b) Sequence of services.	a) Mise- en scence. b) Mise -en place. c) (i)Lounge, ii) Restaurant, iii) Still Room, iv)Pantry, v) Hot Plate. d) Laying procedures in a Restaurant prior to Guest arrival. e) Laying procedure during service.
25	Project work / Industrial Visit (optional)	
26	Examination	

SYLLABUS FOR THE TRADE OF STEWARD UNDER CTS

Duration: Six months

SECOND SEMESTER

Semester Code: STD: SEM II

Week	Trade Practical	Trade Theory
1-2	Receiving Et seating the guest, presenting menus cards & taking order from guest & writing of K.O.T.	Break Fast- a) Types of Break Fast. b) Cover for various Break Fast. c) Service of Break Fast.
3-4	Passing the order to the Kitchen of Pick-up. Service of Tea & Coffee.	Brunch Et afternoon Tea. a) Introduction b) Brunch c) Afternoon Tea d) Sequence of full afternoon Tea
5-6	Cover Lay out for different types of Breakfast & their service (Restaurant/Room Service)	Room Service. a) Introduction b) Room service equipment c) Room service procedures.
7 - 8	Making & Presentation of Bills. Organizing Parties & functions, Buffets & Banquets	Order Taking & Billing Methods. a) Introduction b) Checking system in food service. c) Methods of Taking Food orders. d) Computerized System.
9-10	a) Indian & Chinese food service procedure and service methods. b) booking special occasion/function, and organizing it.	Function Catering. a) Introduction b) Banquets c) Types of Function. d) Types of Buffet e) Function equipments f) Function prospectors
11-13	Service & accompaniments of Special dishes, smoked salmon, caviar asparagus grape fruit, artichoke, melon, Cheese fresh fruits.	Non Alcoholic Beverages a) Introduction:- Non alcoholic Beverages i. Tea, ii. Coffee, iii. Milk-based &inks, iv. Aerated Drinks, v. Squashes, vi. Natural Mineral Waters, vii. Syrups

14-16.	Pantry & still room operations	Introduction to wine:- a) Introduction b) Classification of wine c) Characteristic of wines d) Faults in wine e) Service of wine f) Countries and brand names
17	Wine Service-Taking the order, presenting -the bottle opening of cork a service of Red, Ooze, While a Sparkling wines.	Food and wine harmony.
18-19	Service of Bar	Beer:- - a) Introduction b) Strength of beer c) Types of beer d) Faults in beer e) Storage of beer f) Beer brands g) Service of wine
20-21	Service of spirits & Liquors.	Introduction to Spirit and Liquors:- a) Gin/vodka/Brandy/Rum/Whisky/other spirits. b) Liqueurs, Brands flavor, country of origin. c) Service of Spirit's.
22-23	Laying & Service of Banquets.	Cocktails Et Mock tails. a) Introduction b) Components of Cocktail. c) Method of mocking Cocktail. d) Points to note while mocking cocktails a Mock tails e) Receipts of famous cocktails.
24	Service of cigars a Cigarettes.	Tobacco:- a) Introduction b) Cigar- Shapes a Sizes of cigar Brand names, storages services. c) Cigarettes- Brand names a Service of Cigarettes.
25	Revision	
26	Examination	

List of Tools & Equipment

TRADE: STEWARD

LIST OF TOOLS & EQUIPMENT

A. TRAINEES TOOL KIT FOR 16 + ONE TRAINEES

SI. No.	Name of The Equipments	Quantity Numbers
1.	Service Tables 36" x 36" x30"	06 nos
2.	Wooden Chairs	24 nos
3.	Bar Counter	01 no
4.	Display Unit	01 no
5.	Refrigerator (Minimum 165 ltr)	01 no
6.	Bain Marie	01 no
7.	Side Boards	04 nos
8.	Storage cup Boards	02 nos
9.	Glass Ricks	04 nos
10.	Sample preparation Trolley	01 no
11.	Wash Basin	01 no
12.	Soap Dispenser	01 no
13.	Electric Geyser	01 no
14.	Micro oven	01 no
15.	Table Cloth 54" x 54"	12 nos
16.	Table Napkins 18"x18"	48 nos
17.	Moulton	06 nos
18.	Tea Urn	01 no
19.	Cooking Range Fair Burner	01 no
20.	Trainee Lockers	As required
21.	Computer with Printer	01 no
22.	Restaurant Demo Software	01 no
23.	Rolling white Board	01 no
24.	Table & Chair	24 nos
25.	Instructor cup board, Table & Chair	01 each
26.	Trays	06 nos
27.	Round salvers	06 nos
28.	Table Accompaniments	06 each
29.	Water Jug	06 nos
30.	Chopping Board.	01 no
31.	Wine Stand	01 no
32.	Frills	06 nos
33.	Wine Opener	02 nos
34.	Culling Knife	01 no
35.	Crockery & Cutlery	AS REQUIRED
36.	Tea Pot & Coffee Pot (Silver)	AS REQUIRED
