

CATERING & HOSPITALITY

NSQF LEVEL- 6



SECTOR- TOURISM & HOSPITALITY

COMPETENCY BASED CURRICULUM

CRAFT INSTRUCTOR TRAINING SCHEME (CITS)



GOVERNMENT OF INDIA

Ministry of Skill Development & Entrepreneurship

Directorate General of Training

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

EN-81, Sector-V, Salt Lake City, Kolkata – 700091

CATERING & HOSPITALITY

Also Applicable for “Food Production (General)”,
“Food Beverage & Service Assistant”, “House Keeper”,
“Front Office Assistant”, “Baker & Confectioner”
Trades

(Non-Engineering Trade)

SECTOR – TOURISM & HOSPITALITY

(Revised in 2019)

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Skill India
CRAFT INSTRUCTOR TRAINING SCHEME (CITS)
कौशल भारत - कुशल भारत
NSQF LEVEL - 6

Developed By

Government of India
Ministry of Skill Development and Entrepreneurship

Directorate General of Training
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE
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1. COURSE OVERVIEW

The Craft Instructor Training Scheme is operational since inception of the Craftsmen Training Scheme. The first Craft Instructors' Training Institute was established in 1948. Subsequently, 6 more institutes namely, Central Training Institute for Instructors (now called as National Skill Training Institute (NSTI)), NSTI at Ludhiana, Kanpur, Howrah, Mumbai, Chennai and Hyderabad were established in 1960's by DGT. Since then the CITS course is successfully running in all the NSTIs across India as well as in DGT affiliated institutes viz. Institutes for Training of Trainers (IToT). This is a competency based course for instructors of one year duration. "Catering & Hospitality" CITS trade is also applicable for Instructors of "Food Production (General), Front Office Assistant, Housekeeper, Food Beverage & Service Assistant, Baker & Confectioner" Trades under CTS.

The main objective of Craft Instructor training program is to enable Instructors explore different aspects of the techniques in pedagogy and transferring of hands-on skills so as to develop a pool of skilled manpower for industries, also leading to their career growth & benefiting society at large. Thus promoting a holistic learning experience where trainee acquires specialized knowledge, skills & develops attitude towards learning & contributing in vocational training ecosystem.

This course also enables the instructors to develop instructional skills for mentoring the trainees, engaging all trainees in learning process and managing effective utilization of resources. It emphasizes on the importance of collaborative learning & innovative ways of doing things. All trainees will be able to understand and interpret the course content in right perspective, so that they are engaged in & empowered by their learning experiences and above all, ensure quality delivery.

2. TRAINING SYSTEM

2.1 GENERAL

CITS courses are delivered in National Skill Training Institutes (NSTIs) & DGT affiliated institutes viz., Institutes for Training of Trainers (IToT). For detailed guidelines regarding admission on CITS, instructions issued by DGT from time to time are to be observed. Further complete admission details are made available on NIMI web portal <http://www.nimionlineadmission.in>. The course is of one-year duration. It consists of Trade Technology (Professional skills and Professional knowledge), Training Methodology and Engineering Technology/ Soft skills. After successful completion of the training programme, the trainees appear in All India Trade Test for Craft Instructor. The successful trainee is awarded NCIC certificate by DGT.

2.2 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year:

S No.	Course Element	Notional Training Hours
1.	Trade Technology	
	Professional Skill (Trade Practical)	640
	Professional Knowledge (Trade Theory)	240
2.	Soft Skills	
	Practical	100
	Theory	100
3.	Training Methodology	
	TM Practical	320
	TM Theory	200
	Total	1600

2.3 PROGRESSION PATHWAYS

- Can join as an Instructor in vocational training Institute/ technical Institute.
- Can join as a supervisor in Industries.

2.4 ASSESSMENT & CERTIFICATION

The CITS trainee will be assessed for his/her Instructional skills, knowledge and attitude towards learning throughout the course span and also at the end of the training program.

a) The Continuous Assessment (Internal) during the period of training will be done by **Formative Assessment Method** to test competency of instructor with respect to assessment criteria set against each learning outcomes. The training institute has to maintain an individual trainee portfolio in line with assessment guidelines. The marks of internal assessment will be as per the formative assessment template provided on www.bharatskills.gov.in

b) The **Final Assessment** will be in the form of **Summative Assessment Method**. The All India Trade Test for awarding National Craft Instructor Certificate will be conducted by DGT as per the guidelines of DGT. The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The external examiner during final examination will also check the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS CRITERIA

Allotment of Marks among the subjects for Examination:

S No.	Subject		Marks	Internal Assessment	Full Marks	Pass Marks	
						Exam	Internal Assessment
1.	Trade Technology	Trade Theory	100	40	140	40	24
		Trade Practical	200	60	260	120	36
2.	Soft Skill	Practical	50	25	75	30	15
		Theory	50	25	75	20	15
3.	Training Methodology	TM Practical	200	30	230	120	18
		TM Theory	100	20	120	40	12
Total Marks			700	200	900	370	120

The minimum pass percent for Trade Practical, TM Practical, Soft Skills Practical Examinations and Formative assessment is 60% & for all other subjects is 40%. There will be no Grace marks.

2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. While assessing, the major factors to be considered are

approaches to generate solutions to specific problems by involving standard/non-standard practices.

Due consideration should also be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising of the following:

- Demonstration of Instructional Skills (Lesson Plan, Demonstration Plan)
- Record book/daily diary
- Assessment Sheet
- Progress chart
- Video Recording
- Attendance and punctuality
- Viva-voce
- Practical work done/Models
- Assignments
- Project work

Evidences and records of internal (Formative) assessments are to be preserved until forthcoming examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
(a) Weightage in the range of 60%-75% to be allotted during assessment	
For performance in this grade, the candidate should be well versed with instructional design, implement learning programme and assess learners which demonstrates attainment of an acceptable standard of crafts instructorship with occasional guidance and engage students by demonstrating good attributes of a trainer.	<ul style="list-style-type: none"> • Demonstration of fairly good skill to establish a rapport with audience, presentation in orderly manner and establish as an expert in the field. • Average engagement of students for learning and achievement of goals while undertaking the training on specific topic. • A fairly good level of competency in expressing each concept in terms the student can relate, draw analogy and summarize the entire lesson. • Occasional support in imparting effective training.

(b) Weightage in the range of 75%-90% to be allotted during assessment	
<p>For performance in this grade, the candidate should be well versed with instructional design, implement learning programme and assess learners which demonstrates attainment of reasonable standard of crafts instructorship with little guidance and engage students by demonstrating good attributes of a trainer.</p>	<ul style="list-style-type: none"> • Demonstration of good skill to establish a rapport with audience, presentation in orderly manner and establish as an expert in the field. • Above average engagement of students for learning and achievement of goals while undertaking the training on specific topic. • Agood level of competency in expressing each concept in terms the student can relate, draw analogy and summarize the entire lesson. • Little support in imparting effective training.
(c) Weightage in the range of more than 90% to be allotted during assessment	
<p>For performance in this grade, the candidate should be well versed with instructional design, implement learning programme and assess learners which demonstrates attainment of a high standard of crafts instructorship with minimal or no support and engage students by demonstrating good attributes of a trainer.</p>	<ul style="list-style-type: none"> • Demonstration of high skill level to establish a rapport with audience, presentation in orderly manner and establish as an expert in the field. • Good engagement of students for learning and achievement of goals while undertaking the training on specific topic. • A high level of competency in expressing each concept in terms the student can relate, draw analogy and summarize the entire lesson. • Minimal or no support in imparting effective training.

3. GENERAL INFORMATION

Name of the Trade	CATERING & HOSPITALITY-CITS
Trade Code	DGT/ 4026
Reference NCO 2015	1120.2900, 2356.0100, 5120.0200 , 5120.0300, 5120.0400, 5120.9900, 7512.0100, 7512.9900, 4224.0100, 5131.0200 , 5152.0100
NSQF Level	Level-6
Duration of Craft Instructor Training	One Year
Unit Strength (No. of Student)	25
Entry Qualification	Diploma (Minimum 2 Years)/Degree/Master/Post Graduate Diploma In Hotel Management & Catering Technology/Catering Technology/Hotel Management/ Hospitality & Tourism/ Hospitality Management/ Culinary Art/Food Production/ Front Office/ Housekeeping/ Food & Beverage Service/Cookery and other related or equivalent Trade or Branch from recognized Board / University. OR NTC & NAC in Catering & Hospitality Assistant or related trades.
Minimum Age	18 years as on first day of academic session.
Space Norms	120 Sq. m
Power Norms	2KW
Instructor's Qualification for	
1. Catering & Hospitality -CITS Trade	B.Voc/Degree/Master Degree / Post graduate in Hotel Management/Catering Technology/Hospitality & Tourism/ BBA (Hotel Management/Hospitality) from AICTE/ UGC recognized University with two years experience in relevant field. OR Diploma (Minimum 2 Years) in Hotel Management/Catering Technology/Hospitality & Tourism from recognized University /Board or relevant Advanced Diploma (Vocational) from DGT with five years experience in relevant field. OR NTC/ NAC passed in 'Catering & Hospitality Assistant' trade with seven years experience in relevant field. Essential Qualification: National Craft Instructor Certificate (NCIC) in CATERING & HOSPITALITY trade, in any of the variants under DGT.

2. Soft Skills	MBA/ BBA / Any Graduate/ Diploma in any discipline from AICTE/ UGC recognized College/ university with Three years' experience and short term ToT Course in Soft Skills from DGT institutes. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above).
3. Training Methodology	B.Voc/ Degree in any discipline from AICTE/ UGC recognized College/ university with two years experience in training/ teaching field. OR Diploma in any discipline from recognized board / University with five years experience in training/teaching field. OR NTC/ NAC passed in any trade with seven years experience in training/ teaching field. Essential Qualification: National Craft Instructor Certificate (NCIC) in any of the variants under DGT / B.Ed /ToT from NITTTR or equivalent.
4. Minimum Age for Instructor	21 Years

Distribution of training on Hourly basis: (Indicative only)

Total Hrs. /week	Trade Practical	Trade Theory	Soft Skill		Training Methodology	
			Practical	Theory	Practical	Theory
40 Hours	16 Hours	6 Hours	2.5 Hours	2.5 Hours	8 Hours	5 Hours

4. JOB ROLE

Brief description of job roles:

Working Proprietor, Lodging and Catering Services; plans, organizes, co-ordinates and controls operations of the organization or establishment wholly or partly owned by him and is engaged in serving food, drinks and beverages and providing lodging and camping facilities to public. Included are: Working Proprietor, hotel. Working proprietor, restaurant. Working proprietor, cafe working proprietor and coffee house.

Manual Training Teacher/Craft Instructor; instructs students in ITIs/Vocational Training Institutes in respective trades as per defined job role. Imparts theoretical instructions for the use of tools & equipment of related trades and related subjects. Demonstrate process and operations related to the trade in the workshop; supervises, assesses and evaluates students in their practical work. Ensures availability & proper functioning of equipment and tools in stores.

Cook, Institutional prepares, seasons and cooks soups, meats, vegetables, desserts and other foodstuffs for consumption in hotels, restaurants and other establishments. Fries, boils, broils, roasts or steams vegetables, meats, fish and other food to prepare dishes listed on menu and prepares salads, sandwiches, cakes, fruit juices and other cold foods. Supervises dish washing and preparing of vegetables and other foodstuffs for cooking. May specialize in preparing a particular type of food, such as meat, salad, pastry or vegetables, and be designated accordingly.

Cook, Domestic prepares and cooks meals in private households. Plans menu according to own judgment or employers instructions and prepares vegetables and meats. Cooks food stuffs according to recipes or own judgment. Cleans or supervises cleaning of kitchen and cooking utensils. May serve meals, perform duties of valet and be designated as COOKBEARER.

Cook, Ship; on board ship. Plans menu taking account of foods in season and local availability. Cooks food stuffs in quantities according to menu and number of persons to be served. Cleans, cuts and cooks meat, fish and poultry and bakes breads and pastry. Washes dishes and cleans galley and galley equipment. May order supplies and maintain record and accounts. May supervise activities of one or more workers who assist in preparing and serving, meals.

Cooks, Other; prepare special food or dishes in private households or public eating places and include cooks not elsewhere classified, such as SWEET MASTER plans and prepares general and special sweet dishes, in hotels, restaurants and other such establishments. DIET

COOK prepares special diets for invalids. TEA AND COFFEE MAKER brews and prepares beverages like coffee and tea in hotels, clubs or similar establishments and ensures proper cleanliness of stall.

Baker (Baking Products); Confectioner (Flour Confectionery) mixes and bakes ingredients according to recipes to produce breads, pastries, and other baked goods. Measures flour, sugar, milk, butter, shortening, and other ingredients to prepare batters, doughs, fillings and icings, using scale and graduated containers; dumps ingredients into mixing machine bowl or steam kettle to mix or cook them according to specifications; rolls, cuts, and shapes doughs to form sweet rolls, pie crust, tarts, cookies, and related products preparatory to baking; places dough in greased or floured pans, moulds, or on sheets and bakes in oven or on grill; controls temperature of oven by regulating thermostats or by adjusting dampers; checks progress of baking by observing colour of products and noting length of time in oven; removes baked products and places them on cooling racks; applies glaze, icing, or other topping to baked goods, using spatula or brush. May specialize in making one or more types of products such as breads, rolls, pies, or cakes and be designated accordingly as Baker, Bread; Pastry Maker; Cake Maker. May decorate cakes. May develop new recipes for cakes and icings.

Bakers, Pastry-cooks and Confectionery Makers, Other; include all other workers who perform variety of routine and low skilled tasks in baking and confectionery may be designated according to nature of work performed such as: Helper(Confectionery) assists in weighing, mixing of ingredients, heating them in steam or vacuum pans, adding flavour and colour to dough or paste, moulding, shaping, cutting and wrapping of soft or hard stuff or finished products. Bread Slicer slices bread using hand operated or power driven slicing machine Baker Helper helps baker by performing duties as kneading dough, cutting dough into desired sizes removing baked products from oven. Mill Room Hand (Chocolate) performs one or more operations in chocolate making e.g., grinding, refining, sieving as required.

Receptionist (Hotel); receives customers, attends to enquiries, assigns rooms after consulting register for availability of room and looks after requirements of patrons. Settles terms and allots required accommodation if available to customers. Requests customers to fill and sign register to establish identity, time of arrival and expected departure. Gets statutory form filled up by foreign visitors coming to stay. Guides customers to allotted rooms, maintains hotel 'Board' up-to-date showing name of occupants, etc. Maintains Hotel record up-to-date showing total number of rooms already occupied, rooms booked or reserved to show correct position of accommodation. Gives information to House Keepers, dining section and kitchen departments regarding arrival of new-comers and their requirements. Supplies details of services rendered to customers to concerned officer for preparing bills for presentation to customers. Presents bills to customers and realises amount from them prior to their departure. Receives dak and messages on behalf of

management and clients and delivers it to them. Attends to other requirements of customers. May be required to do correspondence.

Steward, Hotel; supervises work of Dining Room Waiters Pantry Man and Room Service Waiter and ensures that guests are served promptly and courteously in dining room. Receives customers in dining hall and escorts them to tables and obtains orders from customers and ensures that food is served promptly by Waiters. Visits rooms, halls and other areas to ensure that they are kept clean and tidy. Ensures that glass, china and silver wares are in good order. Prepares dining halls for banquets and special occasions by decorating them with flower vases and arranging tables and chairs in pleasing fashions. Keeps record of any breakage of crockery or loss of cutlery. May keep kitchen equipment, crockery, cutlery etc., under his charge and issue them as needed. May purchase food supplies and kitchen equipment and check them for quality and quantity. May supervise storage and issue of supplies.

House Keeper (Domestic); organizes and supervises work of Domestic Servants for maintaining house in clean and orderly manner. Allots work to various staff under control and supervises their work. Ensures proper maintenance and cleanliness of house. Purchases provisions and other necessities as advised and maintains accounts. Looks after needs and comforts of guests and visitors. May also look after children. May assist in shopping.

Reference NCO 2015:

- a) 1120.2900 – Working Proprietor, Lodging and Catering Services
- b) 2356.0100 – Manual Training Teacher/Craft Instructor
- c) 5120.0200 – Cook, Institutional
- d) 5120.0300 – Cook, Domestic
- e) 5120.0400 – Cook, Ship
- f) 5120.9900 – Cooks, Other
- g) 7512.0100 – Baker (Baking Products)
- h) 7512.9900 – Bakers, Pastry Cooks and Confectionery Makers, Other
- i) 4224.0100 – Receptionist (Hotel)/Front Office Associate
- j) 5131.0200 – Steward, Hotel
- k) 5152.0100 – Housekeeper (Domestic)

5. LEARNING OUTCOMES

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

5.1 TRADE TECHNOLOGY

1. Plan and execute cooking for various foods and vegetables and demonstrate different type of quality controlling.
2. Demonstrate deployment procedure for Kitchen Staffing and work management in various Category Hotels.
3. Demonstrate different menu planning and execute menu compilation.
4. Plan and conduct market survey, purchasing, receiving, storing and issuing FIFO and LIFO.
5. Check the balanced diet chart and evaluate the performance during serving of breakfast and tray set up for tea service.
6. Plan and execute preparation of various products for bakery & confectionery section.
7. Check the set up of tables in banquets, conferences and buffets in Bars and Restaurants and demonstrate different types of Alcoholic, Non Alcoholic drinks and cocktails available in India and other countries.
8. Demonstrate preparation of tables for different services and event managements & explain the classification and contribution of Foods and Beverages in different outlets.
9. Explain various forms used in reception for Reception & Reservation management handling different software packages.
10. Plan a tour to specified tourist places of Interest in India selecting suitable packages for different tourists and booking their tickets.
11. Demonstrate Night auditing in front office & other related points.
12. Plan staffing and apply different housekeeping management principles keeping health, safety & security in mind.

6. COURSE CONTENT

SYLLABUS FOR CATERING & HOSPITALITY – CITS TRADE			
TRADE TECHNOLOGY			
Duration	Reference Learning Outcome	Professional Skills (Trade Practical)	Professional Knowledge (Trade Theory)
FOOD PRODUCTION AND BAKER& CONFECTIONER			
Practical 32 Hrs Theory 12 Hrs	Plan and execute cooking for various foods and vegetables and demonstrate different type of quality controlling.	Demonstrate :- 1. Cooking of Various Vegetables. 2. Quality cooking of food and their quality control. 3. Different type of quality controlling.	Aims, objectives and Methods of quality Cooking the Food. Identification of Raw material, its classification.
Practical 32 Hrs Theory 12 Hrs	Demonstrate deployment procedure for Kitchen Staffing and work management in various Category Hotels.	4. Apply Classical Brigade Kitchen Staffing in various Category Hotels. 5. Assign duties and responsibilities of Executive Chef and Various Chefs. 6. Illustrate Inter departmental Coordination. 7. Demonstrate kitchen organization and work management.	Deployment procedure for Kitchen Staffing in various Category Hotels. Duties and responsibilities of Executive Chef and Various Chefs. Inter department coordination. Kitchen organization and work management.
Practical 32 Hrs Theory 12 Hrs	Demonstrate different menu planning and execute menu compilation.	8. Differentiate types of Menus- A La Carte and Table de Hotel. 9. Demonstrate menu planning. 10. Execute menu compilation 11. Plan and prepare French Classical Menu.	Types of Menus-A La Carte and Table de Hotel. Principles of Menu planning. Menu Compilation French Classical Menu
Practical 48Hrs Theory 18Hrs	Plan and conduct market survey, purchasing, receiving, storing and issuing FIFO and LIFO.	12. Demonstrate General Accompaniments of Food & Beverage Management. 13. Plan and conduct market survey, purchasing, receiving, storing, issuing-FIFO, LIFO.	General Accompaniments Food & Beverage Management. Market survey, purchasing, receiving Storing, Issuing-FIFO, LIFO.
Practical 32 Hrs	Check the balanced diet chart and evaluate the	14. Plan and prepare nutrition balance diet chart. 15. Demonstrate service of	Brunch- Compilation of each Menu. Types of Tea Service-Afternoon

Theory 12 Hrs	performance during serving of breakfast and tray set up for tea service.	Continental and English breakfast and Setting up Tray for Tea service.	Tea and High Tea Sandwiches-Types of sandwiches and service of sandwiches. Compilation of tea Menu.
Practical 112Hrs Theory 42Hrs	Plan and execute preparation of various products for bakery & confectionery section.	<p>16. Give an introduction to Bakery & Confectionery Section.</p> <p>17. Demonstrate grooming, Personal hygiene in Bakery, Dos & Don'ts as a baker & Confectioner.</p> <p>18. Demonstrate different type of cuisine like Indian, Chinese, continental, & Tandoor and taste with all Trainees. (100 food items) Like- paneer, soup, sauce, dal, kheer, sweets, Pate, pie, chicken, muton, tandoor dishes, cocktails & Mocktails.</p>	<p>Introduction to Baker & Confectioner.</p> <p>An orientation Programme on the course and related job.</p> <p>Career opportunities in Bakery & Confectionery.</p> <p>Organizational hierarchy of Baker & Confectioner Department.</p> <p>Attributes of Baker & Confectioner services personals.</p> <p>Duties and responsibilities of Baker & Confectioner service Personals.</p>
		19. Plan & prepare different types of cake.	<p>Cakes:</p> <ul style="list-style-type: none"> - Methods for the Production of cakes. - Raw Material required for cake Making - Role of ingredients like flour, sugar, shortening and egg for cake production - Machinery involved in cake.
		20. Plan & prepare different types of Biscuits.	Preparation of cookies and Biscuits.
		21. Plan & prepare Indian Sweets:- Rasgulla, Chamcham, Rasmalai, Gulabjamun, Kheer.	Introduction of Indian sweets
FOOD & BEVERAGE SERVICE ASSISTANT			
Practical 80Hrs Theory 30Hrs	Check the set up of tables in banquets, conferences and buffets in Bars and Restaurants and demonstrate	<p>22. Demonstrate different table set-up for banquets, conferences & buffets.</p> <p>23. Apply Bar management/ Restaurant Supervision & Management Principles.</p>	<p>Introduction (basic) Banquet Management.</p> <p>Different types of Bars & Clubs.</p>

	different types of Alcoholic, Non Alcoholic drinks and cocktails available in India and other countries.	24. List out Brand names of Alcoholic & Non-Alcoholic drinks (Beer, Brandy, Whisky, Gin, Rum, Vodka, Tequila, Liquors) for India & other countries. 25. Demonstrate different type of cocktails and taste with all Trainees.	Definition, Production, Brand names of Alcoholic & Non Alcoholic drinks (Beer, Brandy, Whisky, Gin, Rum, Vodka, Tequila, Liquors).
Practical 64 Hrs Theory 24 Hrs	Demonstrate preparation of tables for different services and event managements & explain the classification and contribution of Foods and Beverages in different outlets.	26. Show set up of Table Wine/ aromatized/ sparkling/ wines of India & other countries.	Commercial & Social welfare. Allied services (Specialized forms of services) And Event Management.
		27. Demonstrate the contribution of Food and beverage in these outlets (including revenue production) 28. Demonstrate the classification of Food and Beverage operation (a) Commercial (b) Welfare.	Contributions of Food and beverage in these outlets (including revenue production)
FRONT OFFICE & HOUSEKEEPING			
Practical 48Hrs Theory 18Hrs	Explain various forms used in reception for Reception & Reservation management handling different software packages.	29. Explain different types of forms used in Reception with the help of computer a) Forecasting of rooms. b) Group handling c) C.R.S.	Introduction Reception management & different types of forms used in Reception. Reservation management & handling the software Packages.
		30. Apply tourism and travel management knowledge: <ul style="list-style-type: none"> • Plan a Tour in India • Select places of Interest to be visited • Select suitable Packages • Choice mode of transportation like Airlines/Ships/Railways booking of ticket 	Knowledge of tourism & Travel management.

		<ul style="list-style-type: none"> Perform Ticket booking 	
<p>Practical 32 Hrs</p> <p>Theory 12 Hrs</p>	<p>Demonstrate Night auditing in front office & other related points.</p>	<p>31. show Night auditing in front office & other related points</p> <p>A) Staffing. (B) Group selection. (C) Job description & Specification. (D) Job evaluation & performance.</p>	<p>Financial management/ foreign currency Human Resource Management/ Principle of management.</p>
<p>Practical 80Hrs</p> <p>Theory 30Hrs</p>	<p>Plan staffing and apply different housekeeping management principles keeping health, safety & security in mind.</p>	<p>32. Plan housekeeping staff in a Hospital / Hostel.</p> <p>33. Apply Contract Work Management, Waste Management & Pest Control techniques keeping Health, Safety & Security in mind.</p> <p>34. Demonstrate Planning, Budgeting & Forecasting.</p> <p>35. Plan Laundry management & arrangement.</p>	<p>Introduction of the housekeeping areas and their basic skills / concepts.</p> <p>Routine methods of work. Staff duty in non-commercial establishment</p> <p>Contract work Management Waste Management & pest control. Hygiene, sanitation & first-aid. Purchasing of House-Keeping goods.</p> <p>(A) Dry Cleaning. (B) Stain remover.</p>

SYLLABUS FOR CORE SKILLS

1. Soft Skills (Common for all Non-Engineering CITS trades) (100 Hrs + 100Hrs)
2. Training Methodology (Common for all trades) (320Hrs + 200Hrs)

Learning outcomes, assessment criteria, syllabus and Tool List of above Core Skills subjects which is common for a group of trades, provided separately in www.bharatskills.gov.in

7. ASSESSMENT CRITERIA

LEARNING OUTCOME	ASSESSMENT CRITERIA
TRADE TECHNOLOGY	
1. Plan and execute cooking for various foods and vegetables and demonstrate different type of quality controlling.	Identify and classify raw materials for quality cooking.
	Apply the methods of quality cooking.
	List the various food quality parameters.
	Apply different quality controlling method.
2. Demonstrate deployment procedure for Kitchen Staffing and work management in various Category Hotels.	Demonstrate Classical Brigade Kitchen Staffing system.
	Develop the organizational chart of kitchen department for a large size hotel.
	Explain the roles of an executive chef.
	Assign the duties and responsibilities of various chefs.
	Explain Inter Departmental Coordination.
3. Demonstrate different menu planning and execute menu compilation.	Explain principles of Menu Planning.
	Demonstrate Menu Compilation.
	Differentiate between Menus-A La Carte and Table de Hotel.
	List the ingredients for French Classical Menu.
4. Plan and conduct market survey, purchasing, receiving, storing and issuing FIFO and LIFO.	Demonstrate Market Survey.
	List the general accompaniments of Food & Beverage Management.
	Demonstrate purchasing, receiving and storing relevant Articles.
	Differentiate FIFO and LIFO.
5. Check the balanced diet chart and evaluate the performance during serving of breakfast and tray set up for tea service.	Differentiate between Continental and English breakfast.
	Evaluate the performance during serving of breakfast
	Plan, prepare and check a balanced diet chart.
	Check tray set up for tea service.
6. Plan and execute preparation of various products for bakery & confectionery section.	Demonstrate grooming, Personal hygiene in Bakery, Dos & Don'ts as a baker & Confectioner.
	Demonstrate different type of cuisine like Indian, Chinese, continental & Tandoor and taste with all Trainees.
	Illustrate the steps for the preparation of various food items like paneer, soup, sauce, dal, kheer, sweets, Pate, pie etc.
	Plan & prepare different types of cakes, biscuits & sweets like Rasgulla, Chamcham, Rasmalai etc..

7. Check the set up of tables in banquets, conferences and buffets in Bars and Restaurants and demonstrate different types of Alcoholic, Non Alcoholic drinks and cocktails available in India and other countries.	Illustrate different table set-up for banquets, conferences & buffets.
	Apply Bar management/ Restaurant Supervision & Management Principles.
	List out Brand names of Alcoholic & Non-Alcoholic drinks (Beer, Brandy, Whisky, Gin, Rum, Vodka, Tequila, Liquors) for India & other countries.
	Demonstrate different type of cocktails and taste with all Trainees.
8. Demonstrate preparation of tables for different services and event managements & explain the classification and contribution of Foods and Beverages in different outlets.	Illustrate set up of Table Wine/ aromatized/ sparkling/ wines of India & other countries.
	Demonstrate the contribution of Food and beverage in these outlets (including revenue production).
	Explain the classification of Food and Beverage operation (a) Commercial (b) Welfare.
9. Explain various forms used in reception for Reception & Reservation management handling different software packages.	Demonstrate forecasting of rooms.
	Explain reservation management.
	Demonstrate handling of software packages.
	Explain the different reception process for the visitors.
10. Plan a tour to specified tourist places of Interest in India selecting suitable packages for different tourists and booking their tickets.	Select the suitable tourist place as per time, weather and interest of the tourist.
	Plan the most preferred route for travel.
	Select suitable Packages.
	Plan the duration and days for completion of the tour
	Choose the mode of transportation like Airlines/Ships/Railways and book the tickets accordingly.
11. Demonstrate Night auditing in front office& other related points.	Check Staffing for night auditing.
	Select Group.
	Check Job description & Specification.
	Evaluate job performance.
12. Plan staffing and apply different housekeeping management principles keeping health, safety & security in mind.	Plan housekeeping staff in a Hospital / Hostel.
	Select the parameters to be taken for checking overall sanitation.
	Apply Contract Work Management, Waste Management & Pest Control techniques keeping Health, Safety & Security in mind.
	Illustrate Planning, Budgeting & Forecasting.
	Plan Laundry management & arrangement.

8. INFRASTRUCTURE

LIST OF TOOLS AND EQUIPMENT FOR CATERING & HOSPITALITY – CITS TRADE			
(for batch of 25 candidates)			
S No.	Name of the Tools& Equipment	Specification	Quantity
CATERING & HOSPITALITY FOOD PRODUCTION			
1.	Deep freezer	Vertical 3 doors (S.S)(365 lit)	1 No.
2.	Refrigerator	165lit	1 No.
3.	Gas Tandoori	With skewers & roti set	1 No./ 12Nos. /1Set
4.	Bain Marie cum Hot cabinet	S.S.	1 No.
5.	Gas burner range	Having 6 burners (S.S.)	2 Nos.
6.	Chinese gas burner	S.S.	1Nos.
7.	Stainless steel work table		10 Nos.
8.	Dough kneading table		2 Nos.
9.	Electrical Oven		1 No.
10.	Trainees locker		1 No.
11.	Stainless steels rack (S.S.)		3 Nos.
12.	Salamander		1 No.
13.	Electronic Geyser	25lit	1 No.
14.	Dough kneading machine	5 kgs	1 No.
15.	Water Boiler	S.S./Electrical, 15 lit	1 No.
16.	Wet grinder	7 lit	1 No.
17.	Weighing machine electrical		1 No.
18.	Weighing machine manual		1 No.
19.	Mixer cum grinder		1 No.
20.	LPG Gas cooking range	Over Griller	10 Nos.
21.	Frying pan	MS	6 Nos.
22.	Frying pan	Non stick	2/4 Nos.
23.	Kadai (copper)	Med/Small	2 each No.
24.	Aluminum Dekshi	15 lit/12lit	4 Nos.
25.	Tawa	Medium size	4 Nos.
26.	Wok	Chinese Kadai	2 Nos. each
27.	Pressure cooker	21 lit/5lts.	8 Nos.
28.	AluminiumDekshi	4 lts	16 Nos.
29.	AluminiumDekshi	2 lts	8 Nos.
30.	Aluminium sauce pan	3 lts	8 Nos.
31.	Perforated spoons		12 No.
32.	Steel Slicer		18/6/4 Nos.
33.	Steel Bowls	Sm/Med/Big	2 Nos.
34.	Colander		6 Nos.
35.	Steel plates		24 Nos.
36.	Stainless steel containers	5kgs	6 Nos.

37.	Egg cutters		2 Nos.
38.	Steak Hammer		2 Nos.
39.	MS Cupboards		2 Nos.
40.	Instructor table/Chairs		1No./3 Nos.
41.	Hand Blender		1No.
42.	B.B.Q Trolley (S.S.)		1No.
43.	Sizzler Plates		6 Nos.
44.	Exhaust		8 Nos.
45.	Spatula		12 Nos.
46.	Storage Rocks		5 Nos.
47.	Fans		As required
48.	Ring Moulds	Different Sizes	6 Nos.
49.	Small Cups Moulds	Cup cakes	24 Nos.
50.	Fire Extinguisher CO2,	25 Kgs.	2 Nos.
51.	Cake Tray round 9" dia.		6 Nos.
52.	Steel Plates	(Dinner Plate)	20 Nos.
53.	Steel Bowl	(200 ML.)	24 Nos.
54.	Cookie cutter	(Different six shapes)	10 Nos.
55.	Aluminum Handi with cover	(50 kg. Capacity)	3 Nos.
56.	Aluminum Handi with cover	(25 kg. Capacity)	6 Nos.
Consumables/ Miscellaneous/ Raw materials for Food Production			
57.	Grinding stone	(Flat type)	1 No.
58.	Wash basin		1 Nos.
59.	Dust pins	(Foot press) plastic	1 No.
60.	Chopping board	8" x 12 "	4 Nos.
61.	Chopping board	1 ftx1ft	24 Nos.
62.	Wooden spoon		24 Nos.
63.	Baking tray	(2ftx2ft)	2 Nos.
64.	Baking tray	(2ftx3ft)	2 Nos.
65.	Baking cake tin	(round)	2 Nos.
66.	Baking cake tin	(square)	2 Nos.
67.	Handi tongs		12 Nos.
68.	Serving kitchen spoons	(big)	12 Nos.
69.	Balloon whisk		6 Nos.
70.	Measuring cup	(Glass/Plastic)	4 Nos.
71.	Plastic containers		48 Nos.
72.	Sieve		4 Nos.
73.	Strainers		8 Nos.
74.	Tea Strainers		4 Nos
75.	Spaghetti Strainer		2 Nos.
76.	Water Purifier		1 No.
77.	Exhaust		8 Nos.
78.	Insect Killer		3 Nos.
79.	Pasta machine		1 No.
80.	Rolling pins		12 Nos.
81.	Lighting in the kitchen		As required
82.	Gas Piping		As required

83.	Electrical connecting		As required
84.	Chopping Board Green	(16 X 10 inch)	6 Nos.
85.	Chopping Board Red	(16 X 10 inch)	6 Nos.
86.	Muffins moulds	12X12	2 Nos.
87.	Cake Nozzle set		3 Set.
88.	Piping Bags		6 Nos.
89.	Pallet Knife		6 Nos.
90.	Baking Trays	30cm X30cm	6 Nos.
91.	Swiss cake tin		6 Nos.
92.	B.B.Q Skewers		12 Nos.
93.	B.B.Q. Forks		2 Nos.
94.	Tea, Coffee Urns		4 Nos.
95.	Chinese chopper		2 Nos.
96.	MS Chopper		1 Nos.
97.	Kitchen Knife	Big	2 Nos.
98.	Vegetable Knife		2 Nos.
99.	Bread knife		2 Nos.
100.	Paring knife		2 Nos.
101.	Palate knife		2 Nos.
102.	Coconut Grater	Hand type	8 Nos.
103.	Bread tin		6 Nos.
104.	Ring molds		6 Nos.
105.	Small Cup Moulds		48 Nos.
106.	Pizza cutter		4 Nos.
107.	Door cutter		4 Nos.
108.	Box type grater		10 Nos.
FOOD AND BEVERAGE SERVICE			
109.	Service tables with baize	6* 2 ½	As required
110.	Additional chairs		As required
111.	Side board of 8 tables		As required
112.	Storage cupboards,		As required
113.	Service counter		As required
114.	Cutlery set for 20 trainees as per eleven course menu	silver type	As required
115.	1-Electric Geyser		04 Nos.
116.	1-Weighing scale		01 Nos.
117.	Silver service trays/salver etc.		As required
118.	Sample preparation trolley		As required
119.	1-Refrigerator	Large size	01 Nos.
120.	Hot plates for five side boards		As required
121.	Sundry equipment		As required
122.	Table & chair for 20 trainees (Desk type)		As required
123.	Instructor Cupboard (Godrej) table & chair		As required
124.	1-Range		01 Nos.
125.	Three tier shelf		As required

126.	Trainee locker	Godrej	As required
127.	Water boiler		As required
128.	NCR machine/Computer	CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch. Licensed Operating System and Antivirus compatible with trade related software.	As required
129.	One Bain Marie		As required
130.	Library books		As required
131.	2-Trolley racks		As required
132.	Water purifier Reverse Osmosis		1 No.
133.	Bottle Holder cum Measure for Beverage (OPTIK)	45 M	1 No.
134.	Soda maker Machine	Heavy duty Industrial Model	1 No.
135.	Conference Chairs		30 Nos.
136.	Icebox Chiller		1 No.
137.	Espresso Machine and Coffee Grinder		1 No.
138.	Minibar Fridge		2 Nos.
139.	Television	21" Flat	1 No.
140.	Music System with DVD Player and concealed Speaker(Canalized)		1 No.
141.	Public Address System for Conference with Cordless Mikes		1 Nos.
142.	Pedestrian Fans		6 Nos.
143.	Microwave Oven		1 No.
144.	Display Food Cabinet		1 No.
145.	Room Service Trolley		1 No.
146.	Carafe Borosil Small		10 Nos.
147.	Carafe Borosil Large		10 Nos.
148.	Soup Flask SS PUF Insulated With Inner SS Body		12 Nos.
149.	Water Flask SS PUF Insulated With Inner SS Body		12 Nos.
150.	Fix Extinguisher	2K	12 Nos.
151.	First Aid Box with fully Equipped Medicines and Instructions		1 No.
152.	Pastry Trolley		1 No.
153.	Set of Milk Cream & Sugar Pot		10 Nos.
154.	A.C. unit		As required
155.	Music system		02 Nos.

Consumables/Raw materials for Food & Beverage service

156.	Wash basins		02 Nos.
157.	Soap dispenser		01 No.
158.	Crockery set for 20 trainees		As required
159.	Glass & jugs	including different types of wine glasses	As required
160.	Table linen		As required
161.	20 sets of tea pots		As required
162.	Coffee pots, sugar pots and milk jugs	silver types	As required
163.	1-tea Urn		As required
164.	Rolling black board		As required
165.	3 Swill bin with foot press		As required
166.	Furniture and furnishings		As required
167.	Bar Counter with mirror & Bar equipment		As required
168.	Library books		As required
169.	2-Trolley racks		As required
FRONT OFFICE			
170.	Epbax system		1 No.
171.	Filing rack drawer type		1 No.
172.	Safe deposit locker		1 No.
173.	Painting for walls with imported frames		6 Nos.
174.	Signage system for way management and door sign set		1 No.
175.	Information board velvet slot board with gold foil letters with stand		1 No.
176.	First aid box	With Fully Equipped Medicines and Instructions	1 No.
177.	Fire extinguisher hand held ABC 2 kg		4 Nos.
178.	Flower vases with artificial plants		1 SET
179.	Chandelier & side lights set		1 SET
180.	Pedestal fans with swivel mechanism (steward)		6 Nos.
181.	Guest umbrellas (for two persons)		2 Nos.
182.	Fax system		1 No.
183.	Computer system with multimedia, laser printer with hotel software package	CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. Cache Memory: - Minimum 3 MB or better. RAM:- 8 GB DDR-III or Higher. Hard Disk Drive: 500GB or Higher, 7200 rpm (minimum) or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet (10/100/1000) - Wi-Fi, USB Mouse, USB Keyboard and Monitor (Min. 17 Inch), Standard	10 Nos.

		Ports and connectors. DVD Writer, Speakers And Mic. Licensed Windows Operating System / OEM Pack(Preloaded), Antivirus / Total Security	
184.	LED TV		03 Nos.
185.	DVD Player		02 Nos.
186.	Laptop with latest configuration		21 Nos.
187.	Mobile		06 Nos.
188.	Reception counter		AS REQUIRED
189.	Computer printer		05 Nos.
190.	Instructor chair big size moveable with arm		02 Nos.
191.	AC unit		As required
192.	Sofa set wood made		03 SET
Consumables required - front office			
193.	Painting for walls with imported frames		6 Nos.
194.	Information board velvet slot board with gold foil letters with stand		1 No.
195.	First aid box with fully equipped medicines and instructions		05 Nos.
196.	Flower vases with artificial plants (set of 12 years)		10 SET
197.	Chandelier & side lights set		06 SET
198.	Guest umbrellas (for two persons)		6 Nos.
199.	Class room projector		2 Nos.
200.	Internet connector usb		As Required
201.	Hotel operation related software package		As Required
202.	Sofa cover		06 Nos.
Accommodation Management/ Housekeeping			
203.	Slotted Angel Racks		3 Nos.
204.	Steel Cupboard		2 Nos.
205.	Student Locker		1 No.
206.	Beds		4Nos.
207.	Bed Side Tables		4 Nos.
208.	Sofa Chairs		4 Nos.
209.	Sofa		2 Nos.
210.	Coffee Table		2 Nos.
211.	Writing Cum Dressing Table		2 Nos.
212.	T.V. LED		2 Nos.
213.	Luggage Rack		2 Nos.
214.	Fridge With Cabinet		2 Nos.
215.	Ward Rob		2 Nos.
216.	Balcony Chairs With Coffee Table		4/2 Nos.
217.	A.C. Unit		2 Nos.
218.	Intercom		2 Nos.

219.	Fans		2 Nos.
220.	Vacuum Cleaner Wet & Dry		01 No.
221.	Scrubber Machine		01 No.
222.	Jet Pressure /Skirting Machine Equipment		01 No.
223.	Room Maid Trolley		02 Nos.
224.	Washing Machine		01 No.
225.	Hand Press		02 Nos.
226.	Irons		02 Nos.
227.	Ironing Boards		02 Nos.
228.	Slotted Angel Racks	6' X 3' X 2'	3 Nos.
229.	Steel Cupboard	78" X 19" X 34"	2 Nos.
230.	House Keeping Linen Trolley	Maids Cart	1 No.
231.	Janitorial Cot		1 No.
232.	Commode With Flush Tank		2 Nos.
233.	Water Heater	25 Ltrs	2 Nos.
234.	Showers Panel MultiJet Full Feature With Pressure Pump		1 No.
235.	Television	Hotel Specific TV	2 Nos.
236.	Minibar Fridge		2 Nos.
237.	Intercom Phone System		2 Nos.
238.	Rocking Chair		1 No.
239.	Safe Deposit Lockers	Electronic Code	2 Nos.
240.	Shoe Shining Machine		1 No.
241.	Stem Press Machine		1 No.
242.	Clothes Drier Machine		1 Nos.
243.	Sewing Machine		1 No.
244.	Laundry Trolley With Castors		2 Nos.
245.	Mini Scrubber Drier With Pump	34p	1 No.
246.	Mini scrubber drier gravity	24N	1 No.
247.	Carpet extractors		1 No.
248.	High pressure jet cleaners		1 No.
Consumables Required For Housekeeping			
249.	Towels		12 Nos.
250.	Bed Sheets		36 Nos.
251.	Blankets		12 Nos.
252.	Night Spread		12 Nos.
253.	Bed Covers		12 Nos.
254.	Pillow Covers		12 Nos.
255.	Hand Towels		12 Nos.
256.	Hand Napkins		12 Nos.
257.	Mattress Protector		12 Nos.
258.	Bath Mats		6 Nos.
259.	Door Mats		6 Nos.
260.	Curtains		24 Nos.
261.	Flower Vase		6 Nos.
262.	Flower Pots		36 Nos.

263.	Mattress		10 Nos.
264.	Pillows		6 Nos.
265.	Hand Brush		02 Nos.
266.	Chef Coat/ Paint/ Knot/ Saris/ Apron		As Required
267.	Shoe/ Shocks		As Required

ANNEXURE – I

The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts and all others who contributed in revising the curriculum. Special acknowledgement is extended by DGT to the following expert members who had contributed immensely in this curriculum.

List of Expert Members contributed/ participated for finalizing the course curriculum of Catering & Hospitality (CITS) Trade.			
S No.	Name & Designation Sh/Mr/Ms	Organization	Remarks
1.	D. Mallick, Director	A.T.I- Kanpur & RD, RDAT, Kanpur	Chairman
2.	Anil Kumar, Joint Director	A.T.I-E.P.I, Dehradun	Member
3.	R.C.Pandey, Principal	Government - Institute of Hotel Management and Nutrient, Dehradun, U.K.	Member
4.	Magan Bhandri, F&B Manager	Hotel Great Value, Rajpur Road, Dehradun, U.K.	Member
5.	Neena Sharma, Director	Synergy, Consultant, 35-Subash Road, Dehradun, U.K.	Member
6.	Ajay Mehta, Director	Designed Life Skill, Old Survey Road, Dehradun, U.K.	Member
7.	Ravindra Mohan Kala, State secretary, Scout & guide Dehradun, U.K. Manager	55-Rajpur Road, Dehradun, U.K.	Member
8.	S.K.Suri, Manager	New India, Corporate House, Dehradun, U.K.	Member
9.	Prithivy Adhikari, Instructor Tour & Guide	I.T.I. Mussoorie	Member
10.	V.K.Sharma, Foreman	I.T.I. Vikasnagar.	Member
11.	Man Mohan Kudial, Principal	I.T.I.(W) Dehradun, U.K.	Member
12.	Rajendra Singh, Manager catering	Ramanand, Residency Mussoorie.	Member
13.	Satya Bir Singh, Hostel officer	L.B.S.N.A. Mussoorie	Member
14.	Sanjay Gusain, In charge, bakery & Confectionary	New Taj Institute of Hotel Management, Dehradun	Member
15.	Sanjeev kumar, Assistant Director	S.P.I.U. Dehradun	Member
16.	C.S.Negi, A.G.M.	GMVN, Dehradun	Member
17.	V.P.Singh, H.O.D.	Kukreja Institute of Hotel Management, Dehradun, UK.	Member
18.	A.K.Singh, Joint, Director	Uttaranchal Tourism Development Board, Dehradun	Member
19.	Capt.Yogesh Uniyal, Manager	Uniyal Bakers, Dampur Dehradun	Member

20.	Ashok Devi Trivedi, Principal	R.V.T.I., Allahabad, U.P.	Member
21.	Usha Mishra, T.O.(D.M.)	R.V.T.I., Allahabad, U.P.	Member
22.	HemantKochar, M.D.	Hotel, Madhuban, Dehradun	Member
23.	B.S.Bhanbhari, Sr.Assisstant	S.P.I.U. Dehradun	Member
24.	P.L.Kavi, Manager	Hotel Garwal Terrace, Mussoorie	Member
25.	A.K.bhandari, Catering officer	N.I.V.H., Rajpur Road, Dehradun	Member
26.	P.N.Yadav, Dy.Director.	A.T.I. Kanpur	Member
27.	Sachin Kumar, Inst. Catering &Hospitality	R.V.T.I. Allahabad, U.P.	Member
28.	TanujNayyar, Sr .Service Chef.	J.P. Residency, Mussoorie	Member

