

**SYLLABUS**

**FOR THE TRADE OF**

**STEWARD**

**(UNDER CRAFTSMEN TRAINING SCHEME)**

**FINALISED IN CONSULTATION WITH TRADE COMMITTEE OF**

**HOTEL AND CATERING TRADE GROUP**

**GOVERNMENT OF INDIA**  
**MINISTRY OF LABOUR**  
**DIRECTORATE GENERAL OF EMPLOYMENT & TRAINING**  
**SHRAM SHAKTI BHAWAN**  
**2,4 RAFI MARG**  
**NEW DELHI-110001**

**NAMES OF THE TRADE COMMITTEE MEMBERS OF  
HOTEL & CATERING TRADE GROUP**

<b>No.</b>	<b>Name</b>	<b>Address</b>
1.	<b>SHRI M D KAPUR</b>	Vice President (Hotel Operations), (ITDC) India Tourism Development, Corporation, Core-8, 6 <sup>th</sup> Floor-SCOPE Building, 7 Lodhi Road, New Delhi-110003.
2.	<b>SHRI P B MATHUR</b>	Vice President (Hotel Operations), HILTON HOTEL, Barakhamba Lane, New Delhi-110001.
3.	<b>SHRI DEVENDRA KUMAR</b>	Director (F & B Operations), "LE MERIDIEN HOTEL" Windsor Place, Adjoining Janpath, New Delhi-110001.
4.	<b>SHRI ARVIND SARASWAT</b>	Director (F & B), HOTEL TAJ PALACE, Diplomatic Enclave, New Delhi-110021.
5.	<b>SHRI P K KAUL</b>	Director, (PUSA INSTITUTE) Council Of Hotel Management, Catering & Nutrition, Pusa, New Delhi-110012.
6.	<b>SHRI D P SINGH</b>	General Manager, JANPATH HOTEL, Janpath, New Delhi-110001.
7.	<b>SHRI J S GROVER</b>	Director, Nirula Group of Restaurants, NIRULA HOTEL, "L" Block, Connaught Place, New Delhi-110001.
8.	<b>SHRI O P KAPUR</b>	Deputy General Manager (Front Office), ASHOKA HOTEL, 50- B Chankyapuri, New Delhi-110021.
9.	<b>MRS ANITA PAL</b>	Executive House Keeper, KANISHKA HOTEL, 19, Ashoka Road, New Delhi-110001.
10.	<b>MRS. SANGEETA GANDHI</b>	Training Manager, HILTON HOTEL, Barakhamba Lane, New Delhi-110001

11.	<b>SHRI MAN MOHAN SINGH</b>	Personnel Manager, HOTEL IMPERIAL, Janpath, New Delhi-110060.
12.	<b>SHRI V K MUTTOO</b>	General Manager, HOTEL CONNAUGHT, (Near Shivaji Stadium) New Delhi-110001.
13.	<b>SHRI SUNIL MALHOTRA</b>	Director, EMBASSAY RESTAURANT, Connaught Circus, New Delhi-110001
14.	<b>SHRI ARUN CHOPRA</b>	Executive Chef, TAJ HOTEL, New Delhi-110001.
15.	<b>SHRI KULDIP CHANDRA</b>	Executive Chef, SAMRAT HOTEL, New Delhi-110021.

***SPECIAL INVITEES***

16.	<b>SHRI L K JOSHI</b>	General Manager, INDIA INTERNATIONAL CENTRE, 40-A, Lodi Estate, New Delhi-110003
17.	<b>SHRI KAMAL MANAKTOLA</b>	Specialist (H & C), INDIA TOURISM HUMAN RESOURCE DEVELOPMENT COMMITTEE C/O National Council For Hotel Management, Pusa, New Delhi-110012
18.	<b>SHRI RAM NATH RAM</b>	Office of State Apprenticeship Adviser, DELHI ADMINISTRATION, Arab-Ki-Sarai, Nizamudin, New Delhi.
19.	<b>SHRI K KRISHNAMOORTHY</b>	Director, LABOUR WELFARE DIVISION, Ministry of Labour, Jaisalmer House, New Delhi-110011.
20.	<b>SHRI SUSHIL SABLOK</b>	Manager (Food & Beverage), HOTEL KANISHKA, 19, Ashoka Road, New Delhi-110001.

**TRADE STEWARD**  
(UNDER CRAFTSMEN TRAINING SCHEME)  
**(N C O CODE NO 521.40)**

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|----|----------------------|---|
| 1. | Duration of Training | One Year  |
| 2  | Qualification        | Pass in Matriculation Examination or Equivalent or 10 <sup>th</sup> class Pass under 10+2 system. |

**THEORY (ONE YEAR)**

1. Introduction to different types of Catering Establishments and brief description about each.
2. Introduction to the Basic Hotel Organisation Chart and service in the Food & Beverage Department in particular. Duties & responsibilities.
- 3 Knowledge about various types of Equipments used in the Restaurants and Bars. Apprising and Drawing of Cutlery, Crockery, Glassware, Linen, Furniture, Hygienic handling of the same.
- 4 General idea about the functioning of Pantry/Still Room/ Side Board in the Restaurant.
- 5 Correct use of Waiter's Cloth.
- 6 Position of Waiter in the Catering Establishment-Attributes of a Good Waiter/Steward/Chef de Rang/Captain in the Restaurant/Room Service.
- 7 Indian and Western Terms used in the Restaurant.
8. Knowledge about different types of services- English/American/French/Russian/Cafeteria/Railways/Airlines/Shipping etc. special briefing about Gueridon service.
- 9 The Menu-Types of Menu, Courses of menu, Uses of menu Card, Menu terminology. Laying of silver according to Menu on table, Brief knowledge about Menu Planning.
10. Knowledge about Controls in the Restaurant-how to handle bills, K O T Presentation of Bills to Customer, Settlement of bills.

11 Rules for Laying a Table/Rules for Waiting at a Table/Dos and Don'ts for a Waiter.

12 Organisation of Pantry.

13. Methods of Cooking Food (basic)

14. Common Sauces and their basic ingredients.

15. Salads with recommended Dressings.

16. Food & their accompaniments.

17. Knowledge about different types of cheese used in the Restaurant. Name at least ten cheeses of different countries.

18. Knowledge about timings for Cooking of Dish for A la Carte Orders. Knowledge about Potato preparations.

19. Relationship between Waiter and Management/Customer/Other Departments.

20. Common Kitchen Sauces and their basic ingredients.

21. Mise-en-Sauce and Mise-en Place of Restaurants.

22. Tips.

23. Sandwiches/Service of Sandwiches and ice Cream/Soups.

24. Knowledge about Special Service of Dishes  
Grape Fruit/Caviar/Oysters/Smoked Salmon/Artichoke (Cold & Hot)/Tomato Juice/Pate de Foie Gras/ Corn on Cob (Hot & Cold)

25. Knowledge about basic recipe of important Dishes of international importance-culinary terms.

26 Salads and Salad Dressings.

27. Tobacco-countries. Types of Cigars/Strength of Cigar/Size of Cigar/Famous brands of Navana Cigars/Service of Cigar.

28. General awareness about places of Historic Interest and other place in India.

29. Traditional Culture.

30. Vending machine.
31. Knowledge of 20 recipes of Cocktails of International Standards.
32. Knowledge of use of Special Equipments for Special Dish.
33. Sprints and Liqueurs-Gin/Brandy/rum & Beer (Draught/Bottled Beer).
34. Wines & menu-Names of Wine Producing Countries/service and storage of White/Red and Sparkling wines.
35. Buffet & Banquets.
36. Types of Non-Alcoholic Beverages & their service.
37. Flambe Preparation.
38. Service of Breakfast, Lunch, Dinner, Buffet Service.
39. Flower Arrangements.
40. Food Safety & Hygiene-Kitchen Pests/Fire hazards.
41. Duty Roster/Sitting Plan

### **PRACTICALS (ONE YEAR)**

1. To draw the various types of Cutlery/Crockery/Glassware/special Equipment used in the restaurant & bar.
2. Knowledge about the type of Cutlery & Crockery and Glassware to be used with what type of Dish.
- 3 To make acquaintance with Restaurant/Pantry/Still room & bar Equipment.
- 4 Napkin folding/How to lay Table Cloth/Carrying Cutlery.
- 5 Changing and Laying of Table Cloth.
6. Handling, Upkeep and Polishing of Silver, Cutlery and Crockery
7. Arrangement & Preparation of Side Board & Service Table.
8. How to use the Tray, Tray carrying position, how to lay the tray for breakfast.

9. How to use Service Cloth, Carrying of plates, clearing of plates and cutlery.
- 10.. Arrangement of silver according to Menu on the Table.
11. Receiving the guests, presenting the Menu for order taking, explaining the basic ingredients of dish.
12. How to place order to the Kitchen and Bar.
13. Service of Breakfast/Lunch/Dinner/Buffer/Banquets.
14. Cooking at a Table –Gueridon service.
15. Style of Service-placing plates & dishes/silver service method/technique used.
16. Service of Wines & Alcoholic Beverages-knowledge about glasses.
17. Service of non-alcoholic beverages –tea/coffee/soft drinks /minerals and juices.
18. Mise-en-place for Buffets.
19. Flower arrangements.
20. Salads/Salads Dressings.
21. Service of Wine-carrying and placing of glasses, presenting wines, removing cork, use of cradle, Decanter (Mock Service), serving and pouring of wine etc.
22. Carving at Buffet-meat/chicken/sucking pig.
23. Order in which the guests are served for Formal and Informal Dinners.
24. Closing the Restaurant-Soiled Linen Removal/Preparation of Restaurant for next service period, Preparation of Check list.
25. Knowledge about Service of Spl. Dishes/Use of Spl Equipment meant for the same.
26. Service of Continental/English Breakfast.
27. Laying of Trolley/Buffer Service.

## LIST OF EQUIPMENT FOR THE TRADE OF STEWARD

1.	Service table with baize (6X2 ½)	8
2	Additional chairs.	100
3	Wash basins	2
4	Soap dispenser	1
5	Crockery set for 16 trainees.	
6	Glass & jugs (including different types of wine glasses)	
7	Table Linen	
8	Side Board for 8 tables	
9	Storage cupboards, 20 sets of teapots.	2
10	Coffee pots, sugar pots and milk jugs (silver types)	
11	Service counter	
12	Tea urn	1
13	Cutlery set for trainees as per eleven course menu (silver type)	
14	Electric Geyser	1
15	Weighing scale	1
16	Silver service trays/salver etc.	
17	Sample preparation trolley	
18.	Cona Coffee set	
19	Refrigerator (large size)	1
20	Hot plates for five sideboards.	
21	Sundry equipments.	
22	Rolling black board	
23	Table & chair for 20 trainees (desk type)	
24	Instructor cup-board (Godrej) table & chair	
25	Range	1
26	Three tier shelf	
27	Swill bin with foot press	3
28	Trainee locker (Godrej)	
29	Furniture and furnishings	
30	Bar counter with mirror & bar equipment	
31	Water boiler	
32	NCR machine	
33	One bain marei	
34	Library books	
35	Trolley racks.	2

