

**SECTOR -TOURISM & HOSPITALITY**  
**JOB ROLE:STORE FOOD BEVERAGE SERVICE TRAINEE**  
**QP CODE: Ref. Id. THC/ Q0307**  
**CLASS -IX**

**Total nos. of topics:-24**  
**Total nos. of topics Deducted from four section:-unit-1-subtopic(06),unit 2-subtopic(05),unit 3-subtopic(03),unit 4-subtopic(01),unit 5-subtopic(05),unit 6-subtopic(07)--including Theory and Practical**  
**% of (Total nos. of Topics)**  
**18% Reduction of sector as follows (Theory and practicals need to drop out are highlighted in red colour)**

Sl. No.	List of units	List of Practical's aligned with each unit	Unit/ Session to be reduced (Theory & Practical's)	Remarks (reason for dropping or reduce)
Unit 1	<b>Introduction to tourism and hospitality industry</b>			
Session 1	Enumerate the importance of tourism industry-1.definition of tourism industry,Tourist and tourist destination. 2.Impact of tourism from the point of economic development of the country. 3.Main constituents of tourism industry 4.Primary constituents of tourism industry 5.Secondary constituents of tourism industry. 6.Different types and forms of tourism.	Theory----1.Name of any four popular tourist places in your state. Practical--2.Draw or print any two tourist destination places in pictorial form and write their features	Theory--4.Primary constituents of tourism industry. 5.Secondary constituents of tourism industry	Point 4/5 can be covered in point 3.
Session 2	Understand and depict the history and imporantury hospitality sector-1.Define hotel and hospitality. 2.Origin of hospitality sector. 3.importance of hospitality sector	1.Make an Era wise chart depicting "The history of hospitality"	Theory--2.Origin of hospitality sector. Practical--1.Make an Era wise chart depicting "The history of hospitality"	Theory--2.Not very essential as it is related to history and hence avoidable. Practical--1.Not very essential and can be avoided.this has been reduced in theory too.
Session 3	identify and differentiate between basic departments in hospitality sector-1.Front of the house and back of the house.2.importance of basic deparments of hotel industry	1.Draw a layout of front office department,restaurant,housekeeping department and kitchen of a hotel in your city		

Session 4	Understand relationship between F & B service and tourism industry-1.Importance and need of food and beverage service in tourism industry. 2.Career prospect of the hospitality industry in relation to tourism. 3.Relation of F & B service department with tourism.	1.In groups enumerate job description of one job and the skill necessary for doing the job efficiently	Theory--2.Career prospect of the hospitality industry in relation to tourism	Theory--.Students have some general idea and hence avoidable.
Session 5	Appriciate and evaluate recent trends of travel and tourism-1.Define outbound tourism,inbound tourism,domestic tourism,international tourism,visiter, traveller attractions,SMERF's.2.Factors responsible for successful tourism.3.Changing status of the tourism industry.4.Activities of any FOUR niche tourism which have recently emerged.5.Evaluate current tourism activities e.g.*Heritage walks *Gradens and parks *Roadside attractions .*Spas.*Amusement parks.*restaurants.*Art museums.*Castle and forts.*Nature reserves.*Casinos etc.	1.Draw a chart with two examples of each type of tourism activities of your state.2.Prepare an album depicting current trends in travel and tourism	Theory-3.Changing status of the tourism industry.	Theory--Avoidable as it is dynamic in nature and is partly covered in point 5 of this chapter.
Session 6	Describe the need of safe and honourable tourism- 1.Safe tourism,Lady traveller,Senior citizen,Differently -abled tourists,honourable tourism. 2.Need of tour in safe and honourable manner for traveller. 3.Strategies to ensure safe and honourable tourism	1.Provide suggestions for betterment of service given to differently-abled tourist while on tour		
<b>Unit 2</b>	<b>Classification of catering industry</b>			
Session 1	Understand and narrate the growth and history catering industry-1.introduction to catering industry. 2.Imporatance and need of catering industry. 3.Growth and history of catering industry	1.With the help of pictures prepare a chart depicting growth and history of catering industry.	Theory--3.Growth and history of catering industry.Practical--1.With the help of pictures prepare a chart depicting growth and history of catering industry	Theory--3.Not very essential as it is related to history and hence avoidable.Practical--1.Not very essential and can be avoided.It has been reduced in theory too.

Session 2	Describe the classification of catering industry-1.classification of catering industry- *commercial.*Welfare.*Transport.*Industrial.*Institutional.2.Types of F & B outlets	1.Visit the catering outlets near you,Collect pictures and names of the outlets and categorize them under various types of catering establishments on chart paper.2.Prepare or report on top 20 different types of F & B outlets in your city.	Practical--1.Visit the catering outlets near you,Collect pictures and names of the outlets and categorize them under various types of catering establishments on chart paper.2.Prepare or report on top 20 different types of F & B outlets in your city.	Practical--1.Not possible to visit any outlets during pandemic to prepare report. 2.Same as above
Session 3	Expalin the scope and career opportunities in catering industry--1.Scope in catering industry. 2.career opportunities in catering industry	1.Visit different types of catering establishment in your city/town.Study their functions and operation and on the basis of your study prepare a report on "scope in catering industry"	Practical--1.Visit different types of catering establishment in your city/town.Study their functions and operation and on the basis of your study prepare a report on "scope in catering industry"	Practical--1.In this pandemic situation students can't visit catering establishment
<b>Unit 3</b>	<b>Preparation for food and Beverage service opretaion</b>			
Session 1	1.Describe the departmental organization structure of F & B -1Organizational structure of F & B department in large and small hotel. 2.Relationship of F & B department with other departments of a hotel. 3.Hierarchy of staff in various F & B outlets. 4.Duties and responsibilities of F & B staff	1.Preapre an organizational chart of large hotel. 2.Visit a hotel near you,Observes and prepare a chart on the hierarchy of F & B staff of that hotel.	Theory--3.Hierarchy of staff in various F & B outlets. Practical--2.Visit a hotel near you,Observes and prepare a chart on the hierarchy of F & B staff of that hotel.	Theory--3.They have already got knowledge from organizational stuctrure of food and beverage dept. Practical--2.In this panedemic situation students can't visit any hotel
Session 2	Enumerate and describe the attributes of a good waiter-- 1.Attributes of waiter. 2.Effective communication skill. 3.Personal hygiene. 4.grooming	1.Preapre a project on attributes of waiter. 2.Preapre a chart representing the basic grooming standard of a waiter.		
Session 3	3.Understand and narrate basic restaurant operation standards -- 1.Layout of a restaurant. 2.Arranging the sideboard. 3.Types of service. 4Types of menu and cover. 5.Service at table. 6.Mise-en-place and mise-en-scene. 7.Briefing. 8.Receiving the guest and social skills	1.With the help of pictures prepare a chart showing the defference between mise-en place and mise-en-scene of rastaurant. 2.Draw a labelled diagram of a restaurant. 3.Visit va star hotel near you.Study and observe the receiving and greeting procedure of guests at restaurant.On the basis of your observations prepare a report on "receiving guest and social skill at restaurant"	Practical--3.Visit a star hotel near you.Study and observe the receiving and greeting procedure of guests at restaurant.On the basis of your observations prepare a report on "receiving guest and social skill at restaurant"	Practical--3.In this pandemic situation students can't visit any hotel

Session 4	4.Enumerate and describe various restaurant equipments--1.Types of crockery and cutlery. 2.Types of *Glassware * Flatware *Hollowwares. *Speacial equipments *Restaurant linen. *Restaurant furniture.	1.Demonstrate wiping,cleaning and handling procedures of glassware,crockery and cutlery. 2.Demonstrate various styles of napkin folding		
<b>Unit 4</b>	<b>Food and beverage service operation</b>			
Session 1	Recive the guest--1.procedure of greeting and seating the guest. 2.reservation taking procedure. 3.Procedure of serving water or welcome drink to the guest.	1.Demonstrate greeing and seating the guest. 2.Demonstrate serving water or welcome to the guest.		
Session 2	Take food and beverage order from guest- 1.Importance of menu knowledge,food ingredients and food preparation process. 2.Presenting the menu. 3.Procedure of taking food and beverage order. 4.Follow an order taking the system. 5.Handling different situations while taking food and beverage order. 6.Importance of suggestive selling,upselling. 7.Promoting food and beverage service. 8.Anticipating guests needs. 9.Procedure of placing orders at bar and kitchen. 10.Impotance of timing of service. 11.Impotance of assitance of steward/captain in case of any clarifications/concerns	1.Demonstrate presenting the menu card. 2.Demonstrate procedure of taking food and beverage order. 3.Demonstrate handling defferent situations while taking food and beverage order	Theory--1.Importance of menu knowledge,food ingredients and food preparation process.	Theory--1.Aready read about in unit 3 types of menu and cover part.
Session 3	Serve guest order---1.collecting correct orders from kitchen. 2.Handling Procedure of CCG while carring order. 3.Pepapare the table for each coursre befoe serving it. 4.Deliver food to the guest. 5.Check back to the table,respond to dissatisfied guests. 6.sell after dinner items. 7.Thumb rules for serving standard and for serving the dishes. 8.thumb rule for service standards and maintaining hygiene. 9.Thumb rules for clearance of table. 10.Thumb rule of crumbing. 11.thumb rules for serving alcoholic beverages.	1.Demonstrate picking the order from the kitchen. 2.Demonstrate collecting correct order from the kitchen.		
<b>Unit 5</b>	<b>After-Dining activities</b>			

Session 1	1.Take order and serve food---1.Prepare order taking. 2.foods pick up and service of food	1.Demonstrate order taking 2.Demonstrate making KOT	Theory--1.Prepare order taking. 2.Demonstrate making KOT	Theory--1.Aready covered in unit4-(follow and oder system). 2.Aleady in the previous unit practical.
Session 2	Realise the impotance of bill preparation and presentation to the customer- 1.Making of bill. 2.Presentaion of bill to the guest. 3.collection cash / card. 4.submission of bill to guest and feedback collection. 5.Depating the guest.	1.demonstrate making of bill. 2.Demonstrate presentation to the guest. 3.Demonstrate various methods of billing and feedback collection		
Session 3	Clean soiled dishes and table-1.Collection of soiled dishes. 2.Cleaning the table. 3.Replenishing the table accessories	1.Demonstrate collection of soiled dishes. 2.Demonstrate cleaning the table. 3.Demonstrate replenishing the thable accessories	Practical--1.Demonstrate collection of soiled dishes	Practical--1.it can be covered in pont. 2 cleaning the table
Session 4	Draw the organisational chart and enlist duties of F & B dept.-1.organization chart of the food and beverage department. 2.Duties and responsibilites of food and beverage department. 3.Exchange of job knowledge. 4.cooperation and coordination among the employees. 5.Customers satisfaction	1.Make an organaization chart of the food and beverage department. 2.Visit any hotel in your vicinity and prepare a report on duties and responsibilities of food and beverage department.	Theory--3.Exchange of job knowledge. Practical --2.Visit any hotel in your vicinity and prepare a report on duties and responsibilities of food and beverage department.	Theory--3.It is covered in the next part of cooperation and coordination among the employees.Practical--2.In this pandemic situation students can't visit any hotel.
<b>Unit 6</b>	<b>Communication with Customers and Colleagues---</b>			
Session 1	1.Describe the importance of communication(upward communication)- 1.Instruction and job orders. 2.Work target,output and performance. 3.Reports,delay,complaint,repair and AMC sehedule. 4.Feedback on work standard and work sehedule.	1.Visit a hotel near you and study how hotel staff handles the guest complaints on different situations	Theory--1.Instruction and job orders. Practical--1.Visit a hotel near you and study how hotel staff handles the guest complaints on different situations.	Theory--1.It can be covered in point 2 work target,output and performance. Practical--1.In this pandemic situation students can't visit any hotel
Session 2	Describe the importance of communication (horizontal communication)--1.Importance of work behaviour in hotel organaization. 2.work flow and productivity.3.communication with colleagues,sharing and assistance and conflict. 4.Etiquette and behaviour. 5.Division of work. 6.Multitasking and individual goal setting. 7.Cooperation and coordination,communication with colleague and avoiding error.	1.Visit ahotel near you and study the etiquette and behaviour of hotel staff. 2.Prepare a report on how hotel staff cooperate and coordinate between each other during operational hours	Theory--2.work flow and productivity. 6.Multitasking and individual goal setting. Practical--1.Visit ahotel near you and study the etiquette and behaviour of hotel staff.	Theory--3.It can covered in point 1 of importance of work behaviour in hotel organization. 6.It can covered in point 5 division of work. Practical--1.In this pandemic sitation students can't visit any hotel.

<p>Session 3</p>	<p>Explain the importance of communication with customer--1.Product knowledge and anticipation of customer needs. 2.Etiquette and manners while talking to the customer. 3.Two way communication,Importance of gender and culture in communication. 4.satisfaction and dissatisfaction of customer. 5.Importance of body language,dress code. 6.Importance of maintaining positive behaviour in communication.</p>	<p>1.Demonstrate etiquette and manners to be followed while talking to the customer. 2.Demonstrate usage of body language</p>	<p>Theory--6.Importance of maintaining positive behaviour in communication.</p>	<p>Theory--6.Generally covered in other points of this chapter</p>
<p>Session 4</p>	<p>Describe interruption and negativity in communication---1.communication problems and complaints. 2.Importance of reports and feedback. 3.points to be considered for communication at work as F &amp; B service trainee.</p>	<p>1.Visit a hotel near you and prepare a report on various problems related to communication faced by hotel staff. 2.Prepare a list of types of grievance</p>	<p>Practical--1.Visit a hotel near you and prepare a report on various problems related to communication faced by hotel staff.</p>	<p>practical--In this pandemic situation students can't visit any hotel.</p>