



GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP  
DIRECTORATE GENERAL OF TRAINING

**COMPETENCY BASED CURRICULUM**

# **FOOD & BEVERAGES SERVICE ASSISTANT**

(Duration: One Year)

**CRAFTSMEN TRAINING SCHEME (CTS)**

**NSQF LEVEL- 3.5**



**SECTOR – TOURISM & HOSPITALITY**



Directorate General of Training

# FOOD & BEVERAGES SERVICE ASSISTANT

(Non-Engineering Trade)

(Revised in March 2023)

Version: 2.0

**CRAFTSMEN TRAINING SCHEME (CTS)**

**NSQF LEVEL – 3.5**

Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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## 1. COURSE INFORMATION

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During the one-year duration of “Food & Beverages Service Assistant” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and on-the-job training to build up confidence. The broad components covered under Professional Skill subject are as below:-

At beginning, the trainee learns about elementary first-aid, firefighting, environment regulation and housekeeping, etc. The trainee identifies trade tools, kitchen equipment and kitchen operation process. He understands the importance of personal hygiene, cleanliness of kitchen/ cooking utensils, food handling and hygiene protective clothing. He practices safe handling of cutlery/crockery/ glassware. The trainee can Carry and balance food/ beverages/equipments on a tray. Adopt methods and techniques of different styles of service – American/ French/ English/ India. Carry out room service operations. The trainee can Arrange & set up tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee. He can Arrange & set up cover for a la carte and table d’hote menu. He learns to receive the guest, seating at the table and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food. The trainee learns to Serve non-alcoholic Beverages like Tea, Coffee, Aerated Drinks, Milk shakes, Juices, Tisanes etc. Serve Alcoholic Beverages like Red wine, White wine, Sparkling wines etc Serve fermented beverages, Beer etc Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails. Serve Cigars, cigarettes and change the ash tray. Serve cheese etc Serve salads, Ice creams and Soups. Design the layout of restaurant. Separate the activities and maintain log books, records, Proformas.

## **2. TRAINING SYSTEM**

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### **2.1 GENERAL**

The Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers a range of vocational training courses catering to the need of different sectors of economy/ Labour market. The vocational training programmes are delivered under the aegis of Directorate General of Training (DGT). Craftsman Training Scheme (CTS) with variants and Apprenticeship Training Scheme (ATS) are two pioneer schemes of DGT for strengthening vocational training.

‘Food & Beverages Service Assistant’ trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one-year duration. It mainly consists of Domain area and Core area. The Domain area (Trade Theory & Practical) imparts professional skills and knowledge, while the core area (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by DGT which is recognized worldwide.

#### **Candidates broadly need to demonstrate that they are able to:**

- Read and interpret documents, plan and organize work processes, identify necessary materials and tools;
- Perform tasks with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge & employability skills while performing jobs.
- Document the parameters related to the task undertaken.

### **2.2 PROGRESSION PATHWAYS**

- Can join industry as Craftsman and will progress further as Senior Craftsman, Supervisor and can rise up to the level of Manager.
- Can become Entrepreneur in the related field.
- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming an instructor in ITIs.
- Can join Advanced Diploma (Vocational) courses under DGT as applicable.

## 2.3 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.	Professional Skill (Trade Practical)	840
2.	Professional Knowledge (Trade Theory)	240
3.	Employability Skills	120
	<b>Total</b>	<b>1200</b>

Every year 150 hours of mandatory OJT (On the Job Training) at nearby industry, wherever not available then group project is mandatory.

On the Job Training (OJT)/ Group Project	150
Optional Courses (10th/ 12th class certificate along with ITI certification or add on short term courses)	240

Trainees of one-year or two-year trade can also opt for optional courses of up to 240 hours in each year for 10th/ 12th class certificate along with ITI certification, or, add on short term courses.

## 2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of course through formative assessment and at the end of the training programme through summative assessment as notified by the DGT from time to time.

a) The **Continuous Assessment** (Internal) during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the formative assessment template provided on [www.bharatskills.gov.in](http://www.bharatskills.gov.in)

b) The final assessment will be in the form of summative assessment. The All India Trade Test for awarding NTC will be conducted by Controller of examinations, DGT as per the guidelines. The pattern and marking structure is being notified by DGT from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The 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 REGULATION**

For the purposes of determining the overall result, weightage of 100% is applied for six months and one year duration courses and 50% weightage is applied to each examination for two years courses. The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%.

### **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. Due consideration should 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 some of the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work
- Computer based multiple choice question examination
- Practical Examination

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 for formative assessment:

Performance Level	Evidence
(a) Marks in the range of 60%-75% to be allotted during assessment	

For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices	<ul style="list-style-type: none"> <li>• Demonstration of good skills and accuracy in the field of work/ assignments.</li> <li>• A fairly good level of neatness and consistency to accomplish job activities.</li> <li>• Occasional support in completing the task/ job.</li> </ul>
<b>(b) Marks in the range of 75%-90% to be allotted during assessment</b>	
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and regard for safety procedures and practices	<ul style="list-style-type: none"> <li>• Good skill levels and accuracy in the field of work/ assignments.</li> <li>• A good level of neatness and consistency to accomplish job activities.</li> <li>• Little support in completing the task/ job.</li> </ul>
<b>(c) Marks in the range of more than 90% to be allotted during assessment</b>	
For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.	<ul style="list-style-type: none"> <li>• High skill levels and accuracy in the field of work/ assignments.</li> <li>• A high level of neatness and consistency to accomplish job activities.</li> <li>• Minimal or no support in completing the task/ job.</li> </ul>



### 3. JOB ROLE

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**Waiter, Institutional/Food and Beverage Service-Steward;** Bearer (Institutional) serves food, snacks, beverages to customers, guests in hotels, bars, and restaurants. Prepares table with clean linen, condiments containers, glasses, menu-card and obtains orders from customers. Collects food, beverages, snacks etc., from kitchen according to customers' orders from Pantry Man and serves them. Waits on customers periodically for additional requirements, of food etc. Removes used plates, cups, saucers from table and presents bill to customers and collects cash and hands it to Cashier. Is designated as WAITER (dining room) if employed in serving food in dining rooms and LOUNGE WAITER if engaged for serving beverages and snacks in lounge.

**Reference NCO-2015:** 5131.0401 - Waiter, Institutional/ Food and Beverage Service-Steward

**Reference NOS: -**

I. THC/N0301	V. THC/N0304	IX. THC/N0308
II. THC/N9440	VI. THC/N0323	X. THC/N9442
III. THC/N9441	VII. THC/N9901	XI. THC/N9902
IV. THC/N0401	VIII. THC/N0302	XII. THC/N9443

## 4. GENERAL INFORMATION

<b>Name of the Trade</b>	<b>FOOD &amp; BEVERAGES SERVICE ASSISTANT</b>
<b>Trade Code</b>	DGT/1056
<b>NCO - 2015</b>	5131.0401
<b>NOS covered</b>	THC/N9440, THC/N9441, THC/N0401, THC/N0304, THC/N0323, THC/N0301, THC/N9901, THC/N0302, THC/N0308, THC/N9442, THC/N9902, THC/N9443
<b>NSQF Level</b>	Level-3.5
<b>Duration of Craftsmen Training</b>	One Year (1200 Hours + 150 Hours OJT/ Group project)
<b>Entry Qualification</b>	Passed 10 <sup>th</sup> class examination or its equivalent
<b>Minimum Age</b>	14 years as on first day of academic session
<b>Eligibility for PwD</b>	LD, CP, LC, DW, AA, LV, HH, DEAF, AUTISM, SLD, ID
<b>Unit Strength (No. of Student)</b>	20 (There is no separate provision of supernumerary seats)
<b>Space Norms</b>	48 Sq. m
<b>Power Norms</b>	8 KW
<b>Instructors Qualification for:</b>	
<b>(i) Food &amp; Beverages Service Assistant Trade</b>	<p>B.Voc/Degree in Hotel Management/ Catering Technology from UGC recognised university/ institution with one year experience in the relevant field.</p> <p style="text-align: center;"><b>OR</b></p> <p>Diploma (Minimum 2 Years) in Hotel Management/ Catering Technology from recognized board or relevant Advanced Diploma (Vocational) from DGT with two years experience in the relevant field.</p> <p style="text-align: center;"><b>OR</b></p> <p>NTC/ NAC passed in the trade of “Food &amp; Beverages Service Assistant” with three years experience in the relevant field.</p> <p><b><u>Essential Qualification:</u></b> Relevant Regular / RPL variants of National Craft Instructor Certificate (NCIC) under DGT.</p> <p><b><u>Note:</u></b> <b>Out of the two craft instructors at least one must have degree /</b></p>

	<b>Diploma in the relevant field. However both of them must possess NCIC in any of its variants.</b>
<b>(ii) Employability Skill</b>	<p>MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience with short term ToT Course in Employability Skills. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above)</p> <p style="text-align: center;"><b>OR</b></p> <p>Existing Social Studies Instructors in ITIs with short term ToT Course in Employability Skills.</p>
<b>(iii) Minimum Age for Instructor</b>	21 Years
<b>List of Tools and Equipment</b>	As per Annexure – I

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

### 5.1 LEARNING OUTCOMES

1. Handle cutlery/crockery/ glassware, hygienically and observe do's & don't while waiting at the table. Following safety precautions. (NOS: THC/N0301)
2. Handle Flatware and Hollowware hygienically and correctly use of Linen-waiter's cloth/runner/table cloth/napkin. (NOS: THC/N0301)
3. Carry and balance equipment's / food/ beverages on a tray. (NOS: THC/N0301)
4. Adopt methods and techniques of different styles of service – American/ French/ English/ India. (NOS: THC/N0301)
5. Carry out room service operations. (NOS: THC/N9440)
6. Arrange & set up tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee. (NOS: THC/N9441)
7. Arrange & set up cover for a la carte and table d'hote menu. (NOS: THC/N0301)
8. Plan a five course menu and set up the table according to the menu. (NOS: THC/N0301)
9. Plan & set up different themes of Banquets. (NOS: THC/N0401, THC/N0304, THC/N0323)
10. Receive the guest, seating at the table and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food. (NOS: THC/N0301)
11. Check & accept the payments and practice situation handling. (NOS: THC/N9901)
12. Apply methods of cooking. (NOS: THC/N0406, THC/N0415)
13. Serve non-alcoholic Beverage like tea, coffee Aerated Drinks, Milk shakes, Juices, Tisanes etc. (NOS: THC/N0302, THC/N0308)
14. Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc. (NOS: THC/N0302, THC/N0308)
15. Serve Beer/ fermented beverages. (NOS: THC/N0302, THC/N0308)
16. Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc. (NOS: THC/N0302, THC/N0308)
17. Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails. (NOS: THC/N0302, THC/N0308)
18. Serve Cigars, cigarettes and change the ash mag. Serve cheese etc. (NOS: THC/N9442)
19. Serve salads, Ice creams and Soups. (NOS: THC/N0301)
20. Design the layout of restaurant. (NOS: THC/N0301)
21. Perform group activity: Blind Guest, Invalid Guest, Drunk Guest, Without money, Spillage. (NOS: THC/N0302, THC/N9902)
22. Separate the activities and maintain log books, records, Proformas. (NOS: THC/N9443)

## 6. ASSESSMENT CRITERIA

LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Handle cutlery/crockery/glassware, hygienically and observe do's & don't while waiting at the table. Following safety precautions. (NOS: THC/N0301)	Identifications of service equipments.
	Setting up of tables - handling of service equipments.
	Care and upkeep of service equipments.
	Video /Power Point Presentation on grooming, personal hygiene, dos & don'ts by an F & B Assistant.
	Rules to be observed while waiting at the table.
	Hygienic handling of Cutlery/ Crockery/Glassware.
	Demonstration and practice of laying a Table.
2. Handle Flatware and Hollowware hygienically and correctly use of Linen-waiter's cloth/runner/table cloth/napkin. (NOS: THC/N0301)	Hygienic handling of Flatware and Hollowware.
	Introduction to Linen.
	Correct use of Linen - waiter's cloth/Runner/ Table cloth/ Napkin etc.
	Laying and relaying table cloth.
	Napkin folding. (min. 5 types)
	Laying of a cover.
3. Carry and balance equipments/ food/ beverages on a tray. (NOS: THC/N0301)	Correct handling and practices of using service spoon and service fork.
	Tray carrying and balancing of equipments / food / beverages on a tray.
	Balancing service tray.
	Methods and Techniques of different styles of service - American/ French/English/ In situ.
	Setting up of side station.
	Setting of room service tray & trolley for tea / coffee / pre plated food / 3 course meal.
	Practicing room service operations in the training restaurant.
4. Adopt methods and techniques of different styles of service – American/ French/ English/ India. (NOS: THC/N0301)	Methods and Techniques of different styles of service - American/ French/English/ In situ.
5. Carry out room service operations. (NOS: THC/N9440)	Set up of side station.
	Set room service tray & trolley for tea / coffee / pre plated food / 3 course meal.
	Practice room service operations in the training restaurant.

6. Arrange & set up tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee. (NOS: THC/N9441)	Set up tray for room service for English.
	Set up tray for room service for Continental.
	Set up tray for room service for Indian Breakfast.
	Set up tray for breakfast layout for coffee shop.
	Set up tray for room service for English.
7. Arrange & set up cover for a la carte and table d'hote menu (NOS: THC/N0301)	Set up cover for a la carte and table d' hote menu.
	Demonstrate Methods and Techniques of different styles of service – In situ.
	Demonstrate on Methods and Techniques of different styles of service – American.
8. Plan a five course menu and set up the table according to the menu. (NOS:THC/N0301)	Plan a five course menu and setting up of the table according to the menu.
9. Plan & set up different themes of Banquets. (NOS: THC/N0401, THC/N0304, THC/N0323)	Set Theme for Banquets.
	Demonstrate through slides / video etc. for different themes.
10. Receive the guest, seating at the table and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food. (NOS: THC/N0301)	Demonstrate receiving of guest, seating at the table and serving water.
	Present the menu and take order.
	Raise KOT, BOT and food pick up service and service of food.
11. Check & accept the payments and practice situation handling. (NOS: THC/N9901)	Present the check and accepting the payments.
	Demonstrate and practices on Situation handling.
12. Apply methods of cooking. (NOS: THC/N0406, THC/N0415)	Demonstrate on methods of cooking through Power Point / Video.
	Demonstrate on methods of cooking through Video.
13. Serve non-alcoholic Beverage like tea, coffee etc. (NOS: THC/N0302, THC/N0308)	Prepare and Demonstrate Service of Nonalcoholic Beverages.
	Prepare and Demonstrate Service of tea.
	Prepare and Demonstrate Service of coffee.
	Prepare report on tea and coffee.
14. Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc.	Prepare and Demonstrate Service of red wines.
	Prepare and Demonstrate Service of white wines.
	Prepare and Demonstrate Service of sparkling wines.

(NOS: THC/N0302, THC/N0308)	
15. Serve Beer/ fermented beverages. (NOS: THC/N0302, THC/N0308)	Prepare and Demonstrate Service of Beer.
16. Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc. (NOS: THC/N0302, THC/N0308)	Prepare and Demonstrate Service of Spirit.
17. Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails. (NOS: THC/N0302, THC/N0308)	Demonstrate Preparation service and dispensing of mocktail.
18. Serve Cigars, cigarettes and change the ash mag. Serve cheese etc. (NOS: THC/N9442)	Prepare and Demonstrate Service of Cigars & cigarettes.
	Demonstrate Changing of the ash tray.
	Demonstrate Service of cheese.
19. Serve salads, Ice creams and Soups. (NOS: THC/N0301)	Prepare and Demonstrate Service of Salad.
	Prepare and Demonstrate Service of Ice cream.
	Prepare and Demonstrate Service of Soup.
20. Design the layout of restaurant. (NOS: THC/N0301)	Draw layout of restaurant.
21. Perform group activity: Blind Guest, Invalid Guest, Drunk Guest, Without money, Spillage (NOS: THC/N0302, THC/N9902)	Demonstrate situation handling group activity.
22. Separate the activities and maintain log books, records, Proformas. (NOS: THC/N9443)	Prepare the report of visit to nearby hotels and interact with the purchasing department and the local vendors / suppliers. (Supervisor should supervise the activities and provide all the necessary inputs)
	Prepare and maintain Log Books.
	Prepare and maintain Proformas.
	Prepare and maintain KOT control.
	Maintain record keeping of a restaurant.
	Demonstrate Activity of payment.

## 7. TRADE SYLLABUS

SYLLABUS FOR FOOD & BEVERAGES SERVICE ASSISTANT TRADE			
DURATION: ONE YEAR			
Duration	Reference Learning Outcome	Professional Skills (Trade Practical)	Professional Knowledge (Trade Theory)
Professional Skill 30 Hrs. Professional Knowledge 08 Hrs.	Handle cutlery/crockery/glassware hygienically and observe do's & don't while waiting at the table. Following safety precautions.	<ol style="list-style-type: none"> <li>1. Introduction to F &amp; B Service.</li> <li>2. Identifications of service equipments.</li> <li>3. Setting up of tables - handling of service equipments.</li> <li>4. Care and upkeep of service equipments.</li> <li>5. Video /Power Point Presentation on grooming, personal hygiene, dos &amp; don'ts by an F &amp; B Assistant.</li> <li>6. Rules to be observed while waiting at the table.</li> <li>7. Hygienic handling of Cutlery/Crockery/Glassware.</li> <li>8. Demonstration and practice of laying a Table.</li> </ol>	<p>Introduction to Catering industry / hotel industry</p> <p>An orientation programme on the course and related job opportunities by the industry expert and instructor.</p> <p>Different types of catering establishments.</p> <p>Nonprofit &amp; profit making organizations</p> <p>Organizational hierarchy of a star hotel and F &amp; B department in different categories of hotels.</p> <p>Attributes of F &amp; B services personals</p> <p>Duties and responsibilities of F &amp; B service personnel.</p> <p>Inter-departmental coordination.</p> <p>Coordination with front office, Housekeeping, F &amp; B (Kitchen) and other ancillary departments in a Hotel.</p> <p>Grooming, hygiene and etiquettes.</p>
Professional Skill 30 Hrs. Professional Knowledge 08 Hrs.	Handle Flatware and Hollowware hygienically and correctly use Linen-waiter's cloth/runner/table cloth/napkin.	<ol style="list-style-type: none"> <li>9. Hygienic handling of Flatware and Hollowware.</li> <li>10. Introduction to Linen.</li> <li>11. Correct use of Linen - waiter's cloth/Runner/ Tablecloth/Napkin etc.</li> <li>12. Laying and relaying table cloth.</li> <li>13. Napkin folding (min. 5 types).</li> <li>14. Laying of a cover.</li> </ol>	<p>Points to be observed while laying a table.</p> <p>Rules while waiting at the table.</p> <p>Service equipment -</p> <p>Categorization of service equipment and their upkeep and maintenance such as: -</p> <ul style="list-style-type: none"> <li>• Glassware</li> <li>• Cutlery</li> <li>• Crockery</li> </ul>



			<ul style="list-style-type: none"> <li>• Silver / White metal ware</li> </ul> <p>Kitchen stewarding Role of Kitchen stewarding and duties &amp; responsibilities of kitchen stewarding Different types of dish washing methods. Linen; Types, Sizes, Use &amp; Linen Exchange procedure Care &amp; maintenance of Linen.</p>
Professional Skill 72 Hrs. Professional Knowledge 20 Hrs.	Carry and balance food/ beverages/equipments on a tray. Adopt methods and techniques of different styles of service – American/ French/ English/ India. Carry out room service operations.	<p>15. Correct handling and practices of using service spoon and service fork.</p> <p>16. Tray carrying and balancing of equipments / food / beverages on a tray.</p> <p>17. Balancing service tray.</p> <p>18. Methods and Techniques of different styles of service - American/ French/English/ In situ.</p> <p>19. Setting up of side station.</p> <p>20. Mise - en – scene.</p> <p>21. Mise - en – place.</p> <p>22. Setting of room service tray &amp; trolley for tea / coffee / pre-plated food / 3 course meal.</p> <p>23. Practicing room service operations in the training restaurant.</p>	<p>Pantry &amp; Still Room</p> <p>Courses of French Classical Menu and service equipment required for the same.</p> <p>Mise - en - scene, mise - en place,</p> <ul style="list-style-type: none"> <li>• Different types of services</li> <li>• French services, English service &amp; American service</li> <li>• Guerid on service</li> <li>• Fast food service</li> <li>• Service of breakfast, brunch, lunch, hi-tea &amp; dinner</li> </ul> <p><b>Room Service</b></p> <p>Types of room service, Room service Hierarchy, setting of room service trays, Trolley Service for different meals.</p> <p>Total No. of shifts, Work flow of room service</p> <ul style="list-style-type: none"> <li>• Room service order taking</li> <li>• Captain allocation</li> <li>• Setup of tray &amp; trolley as per order</li> <li>• Food pickup</li> <li>• Inspection</li> <li>• Service of different meals</li> <li>• Billing</li> <li>• Clearance</li> </ul>
Professional	Arrange & set up	24. Setting up tray for room	<b>Types of breakfast</b>

Skill 30 Hrs. Professional Knowledge 08 Hrs.	tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee.	service for English / American / continental / Indian breakfast and breakfast layout in coffee shop.	<ul style="list-style-type: none"> <li>English</li> <li>American</li> <li>Continental</li> <li>Indian</li> </ul>
Professional Skill 30 Hrs. Professional Knowledge 08 Hrs.	Arrange & set up cover for a la carte and table d'hôte menu.	25. Setting up cover for a la carte and table d'hôte menu. 26. Practice on Methods and Techniques of different styles of service - American/French/ In situ.	<b>Menu Planning</b> <ul style="list-style-type: none"> <li>Menu types</li> <li>Factors to be taken into consideration while planning the menu</li> <li>Courses and terminology in French classical menu</li> </ul>
Professional Skill 50 Hrs.  Professional Knowledge 16 Hrs.	Plan a five course menu and set up the table according to the menu. Plan & set up different themes of Banquets.	27. Plan a five course menu and setting up of the table according to the menu. 28. Theme setting for Banquets. 29. Demonstration through slides / video etc. for different themes.	<b>Banquets Operations</b> <ul style="list-style-type: none"> <li>Types of seating arrangements</li> <li>Taking Banquets bookings</li> <li>Banquets functions prospects</li> <li>Setting up of Buffet</li> <li>Different types of Buffets</li> </ul>
Professional Skill 72 Hrs.  Professional Knowledge 20 Hrs.	Receive the guest, seating at the table and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food.  Check & accept the payments and practice situation handling.	30. Receiving the guest, seating at the table and serving water. 31. Presenting the menu and taking order. 32. Raising KOT, BOT and food pick up service and service of food. 33. Presenting the check and accepting the payments. 34. Demonstration and practices on Situation handling. 35. Inventory of Restaurant.	Receiving the Guest and seating at the table KOT, BOT, Briefing, Menu Handling and presenting the menu to guest, taking order, upselling Sequence of service
Professional Skill 30 Hrs. Professional Knowledge 08 Hrs.	Apply methods of cooking.	36. Demonstration on methods of cooking through Power Point / Video.	<b>Methods of cooking</b> Basic Sauces Accompaniments
Professional Skill 50 Hrs. Professional Knowledge	Serve non-alcoholic Beverages like Tea, Coffee, Aerated Drinks, Milk shakes,	37. Services of Non alcoholic Beverages. 38. Service of tea. 39. Service of coffee.	<b>Beverages; Classification -</b> i. <b>Nonalcoholic</b> ii. <b>Alcoholic</b> <b>Nonalcoholic</b>

16 Hrs.	Juices, Tisanes etc.	40. (VISIT MARKET - prepare report on tea and coffee )	<ul style="list-style-type: none"> <li>• Refreshing - water aerated water</li> <li>• Stimulating - Tea and Coffee</li> <li>• Nourishing - Milk, shakes &amp; juices</li> <li>• Tisanes - health drinks</li> </ul> <b>Coffee -</b> <ul style="list-style-type: none"> <li>• Types of coffee preparation</li> <li>• Faults in coffee making</li> <li>• Storage of coffee</li> </ul> <b>Tea -</b> <ul style="list-style-type: none"> <li>• Types of tea preparation</li> <li>• Faults in tea making</li> <li>• Storage of tea</li> <li>• Tea types</li> </ul>
Professional Skill 72 Hrs. Professional Knowledge 20 Hrs.	Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc.	41. Service of red wines. 42. Service of white wines. 43. Service of sparkling wines.	<b>Alcoholic Beverages: - Fermented beverages Wines;</b> Definition & description, viticulture, Wine growing countries Special Regions (Name of some important wines from France, California, Italy, Germany, USA and India)  <b>Wines and food combinations</b> Manufacturing process of wines Classification of wine <ul style="list-style-type: none"> <li>• Table wines</li> <li>• Sparkling wines</li> <li>• Fortified wines (port wine)</li> <li>• Aromatized Wines</li> <li>• Wine terminology</li> </ul>
Professional Skill 74 Hrs. Professional Knowledge 20 Hrs.	Serve Beer /fermented beverages, etc.	44. Service of Beer.	<b>Alcoholic Beverages: Fermented beverages Beer</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Manufacturing</li> <li>• Service of beer</li> <li>• Storage</li> <li>• brands</li> </ul>
Professional	Serve Spirits like	45. Service of Spirits.	<b>Alcoholic Beverages:</b>

Skill 30 Hrs. Professional Knowledge 08 Hrs.	Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.		<b>Distilled beverages</b> Spirits <ul style="list-style-type: none"> <li>Vodka/Rum/Whisky/Brandy/ Tequila</li> <li>Manufacturing and their services Brands</li> </ul>
Professional Skill 50 Hrs. Professional Knowledge 16 Hrs.	Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.	46. Preparation, service and dispensing of mocktails.	<b>Cocktails &amp; Mocktail:</b> Introduction Base Blend Garnishes Whisky based Cocktails Gin Based Cocktails Vodka Based Cocktails Rum Based Cocktails Mocktail
Professional Skill 50 Hrs. Professional Knowledge 16 Hrs.	Serve Cigars, cigarettes and change the ash tray.	47. Service of Cigars & cigarettes. 48. Changing the ash tray.	<b>Tobacco:-</b> Introduction to Cigars:- Shapes and Sizes of cigar, Brand names, storages of cigar <b>Cigarettes-</b> Brand names, Service of Cigarettes
Professional Skill 30 Hrs. Professional Knowledge 08 Hrs.	Serve cheese etc.	49. Service of cheese.	<b>Cheese:</b> Classification, Selection, Manufacturing, Service
Professional Skill 50 Hrs. Professional Knowledge 16 Hrs.	Serve salads, Ice creams and Soups.	50. Service of Salads, Ice cream & Soups.	Salads, Ice cream & Soups <ul style="list-style-type: none"> <li>Classification</li> <li>Selection</li> <li>Preparations</li> <li>Service</li> </ul>
Professional Skill 30 Hrs. Professional Knowledge 08 Hrs.	Design the layout of restaurant.	51. Drawing layout of Restaurant.	Restaurant Layout Duty Roaster
Professional Skill 30 Hrs. Professional Knowledge 08 Hrs.	Perform group activity: Blind Guest, Invalid Guest, Drunk Guest, Without money, Spillage	52. Demonstration of situation handling & group activity by the students.	Preparation, pickup & service time of standard international dishes <ul style="list-style-type: none"> <li>Situation handling</li> <li>Blind Guest</li> <li>Invalid Guest</li> <li>Drunk Guest</li> <li>Without money</li> </ul>

			<ul style="list-style-type: none"> <li>• Spillage</li> </ul>
Professional Skill 30 Hrs. Professional Knowledge 08 Hrs.	Separate the activities and maintain log books, records, Proformas.	53. Visit to nearby hotels and interact with the purchasing department and the local vendors / suppliers and prepare a report. (Supervisor should supervise the activities and provide all the necessary inputs) 54. Log Books. 55. Proformas. 56. KOT Control. 57. Record keeping of a restaurant. 58. Activity on payment.	Entrepreneurship: Specific reference to F & B service operations, Costing, Licensing Procurement of License License issuing Agency Types of Bar License Inventory control - Human resource Marketing - 4P's (Product, Price, Place & Promotion) F & B Control Food Control and its importance Mode of accepting payment Records to be maintained
<b>Project work/ Industrial visit</b> <b>Broad Areas:</b> <ol style="list-style-type: none"> <li>Prepare &amp; present special different types of alcoholic beverages.</li> <li>Prepare &amp; present special fermented drinks.</li> <li>Plan, prepare and arrange different types of food menus.</li> </ol>			

SYLLABUS FOR CORE SKILLS
1. Employability Skills ( Common for all CTS trades) (120 Hrs )



*Learning outcomes, assessment criteria, syllabus and Tool List of Core Skills subjects which is common for a group of trades, provided separately in [www.bharatskills.gov.in/](http://www.bharatskills.gov.in/) [www.dgt.gov.in](http://www.dgt.gov.in)*

List of Tools & Equipment			
Food & Beverages Service Assistant (For batch of 20 Candidates)			
S No.	Name of the Tools and Equipment	Specification	Quantity
1.	Service Tables	36" x 36" x30"	6 Nos.
2.	Wooden Chairs		20 Nos.
3.	Bar Counter		1 No.
4.	Display Unit		1 No.
5.	Refrigerator	Double Door 350 ltr	1 No.
6.	Bain Marie		1 No.
7.	Side Boards		4 Nos.
8.	Storage cup Boards		2 Nos.
9.	Glass Racks		As Required
10.	Sample preparation Trolley		1 No.
11.	Wash Basin		1 No.
12.	Soap Dispenser		1 No.
13.	Electric Geyser		1 No.
14.	Micro oven		1 No.
15.	Table Cloth	54" x 54"	12 Nos.
16.	Table Napkins	18"x18"	48 Nos.
17.	Moulton		6 nos.
18.	Tea Urn		1 No.
19.	Cooking Range Fair Burner		1 No.
20.	Trainee Lockers		As Required
21.	Desktop 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.	1 No.
22.	Printer		1 No.
23.	Restaurant Demo Software		1 No.
24.	Rolling white Board		1 No.
25.	Table & Chair		20 Nos.

26.	Instructor cup board, Table & Chair		1 each
27.	Trays		6 Nos.
28.	Round salvers		6 Nos.
29.	Table Accompaniments		6 each
30.	Water Jug		6 Nos.
31.	Chopping Board.		1 No.
32.	Wine Stand		1 No.
33.	Frills		6 Nos
34.	Wine Opener		2 Nos.
35.	Culling Knife		1 No.
36.	Crockery & Cutlery		As Required
37.	Tea Pot & Coffee Pot (Silver)		As Required
38.	Dish Washer Machine		1No.
39.	Hot Plate Electric		6 Nos.
40.	Plate Warmer	(25 Plate Capacity)	2 Nos.
41.	Salamender-Electric		1 No.
42.	OTG electric		1 No.
43.	Air Conditioner		As Required
44.	Sundry Equipment's		As Required
45.	Over Head Projector Ceiling Mounted		1 No.

**Note: -**

1. Internet facility is desired to be provided in the class room.



The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts, trainers of ITIs, NSTIs, faculties from universities 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.

<b>List of Expert Members contributed/ participated for finalizing the course curriculum of Food &amp; Beverages Service Assistant trade.</b>			
<b>S No.</b>	<b>Name &amp; Designation Sh/Mr/Ms</b>	<b>Organization</b>	<b>Remarks</b>
1.	H. V. Samvatsar Director	CSTARI, Kolkata	Chairman
2.	Sanjay Kumar Joint Director of Training	CSTARI, Kolkata	Member
3.	L. K. Mukherjee Deputy Director of Training	CSTARI, Kolkata	Member
4.	Bharat K. Nigam Training Officer	CSTARI, Kolkata	Member/ Coordinator
5.	K.V.S. Narayana Training Officer	CSTARI, Kolkata	Member/ Coordinator
6.	Shiv Biswal Executive Chef	Taj Sats, Air Catering Ltd., Kolkata	Expert
7.	Sowmya Sengupta Training Manager	Hotel Taj Bengal, Kolkata	Expert
8.	Suheli Das HR Executive	Hotel ITC Sonar, Kolkata	Expert
9.	Abdul Wahab Chef De Cuisine	Hyatt Regency, Kolkata	Expert
10.	Nikhil Rajen Merchant Sr Sous Chef	Hotel ITC Sonar, Kolkata	Expert
11.	Shirsendu Karmakar Principal	NIHM Pvt. ITI, Garia, Kolkata	Expert
12.	Anurag Vats Training Officer	CSTARI, Kolkata	Member
13.	Akhilesh Pandey Training Officer	CSTARI, Kolkata	Member
14.	S A Pandav, RDD	Vadodara & Surat, Gujarat	Expert

**Food & Beverages Service Assistant**

15.	Anurag Mishra, HR Manager	Welcom Hotel, Vadodara	Expert
16.	Bhavita Vin, Training Co-ordinator	Welcom Hotel, Vadodara	Expert
17.	Piyush kumar Mehta, HR Exe.	Hotel Revival Lords Inn, Vadodara	Expert
18.	Jayesh More, Exe. Housekeeping	Hotel Revival Lords Inn, Vadodara	Expert
19.	Rishi Kashyap, Principal	Gujarat Institute Hotel Management, Vadodara	Expert
20.	Daron Pawar, Sr. Faculty	Gujarat Institute of Hotel Management, Vadodara	Expert
21.	Ranjeet Rajput, HR	Surya Palace Hotel, Vadodara	Expert
22.	Arun Upadhyay, HR Training	Surya Palace Hotel, Vadodara	Expert
23.	Y. B. Joshi, Principal	Industrial Training Institute, Khambhat	Expert
24.	J.G. Prajapati, Asst. Appr. Advisor	Industrial Training Institute, Tarsali	Expert

### **ABBREVIATIONS**

CTS	Craftsmen Training Scheme
ATS	Apprenticeship Training Scheme
CITS	Craft Instructor Training Scheme
DGT	Directorate General of Training
MSDE	Ministry of Skill Development and Entrepreneurship
NTC	National Trade Certificate
NAC	National Apprenticeship Certificate
NCIC	National Craft Instructor Certificate
LD	Locomotor Disability
CP	Cerebral Palsy
MD	Multiple Disabilities
LV	Low Vision
HH	Hard of Hearing
ID	Intellectual Disabilities
LC	Leprosy Cured
SLD	Specific Learning Disabilities
DW	Dwarfism
MI	Mental Illness
AA	Acid Attack
PwD	Person with disabilities

