

# **CURRICULUM**

**Technical School Leaving Certificate**

## **Hotel Management**

**(18 Months Programme)**



**Council for Technical Education & Vocational Training (CTEVT)**

## **Curriculum Development Division**

**Sanothimi, Bhaktapur**

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**Introduction:**

Nepal Government, Ministry of Education implemented the letter grading system in SLC from 2072 B.S. The door of TSLC programme is open for those students who have appeared in SLC exam and achieved any GPA and any grade in each subject. Focusing on such students the curriculum of TSLC of 29 months and 15 months have been converted into 18 months to create uniformity among different TSLC programme.

This curriculum is designed to produce entry level human resources in the field of Hotel Management. The graduates will be equipped with required knowledge, skills and attitude necessary for this level of technicians to meet the demand of the hospitality industry in the country and abroad. It especially focuses on the practical classes to make students competent to work as an assistant level technical staff in any department of a hotel. It also imparts skill and knowledge to make students able to operate a small scale hotel by their own.

**Course title:**

The title of the programme is TSLC in Hotel Management

**Aim:**

The aim of this programme is to produce entry level workforce equipped with basic skills, knowledge and attitude in the field of hotel Management and they will be able to work efficiently and effectively in all the Departments of hotels and overall management of a small scale hotels.

**Objectives:**

The main objective of this program is to produce human resource that will be able;

- To manage and/or operate small scale hotel/lodge/restaurant.
- To get employment in the hospitality industries within the country and abroad.
- To perform basic skills required for all departments in hotel including; Food Production, F&B Service, Front Desk and Housekeeping Departments.
- To understand the hospitality communicative language required for hospitality industries.

**Programme Description:**

This programme is based on the job requirement in the hospitality industries, especially in hotel sector. This course provide practical exposure in different department of a hotel such as; front office, housekeeping, food and beverage service and food production department. This course offers nine subjects within the 12 months period of time inside the training institute and 24 weeks OJT after completion of 12 months training. In every subject, topical explanations will be followed by demonstrations by instructors and in all tasks, trainees will be asked to practice by themselves through do-it-yourself/hands-on exercises so that they can internalize what they learn in the classroom.

**Course Duration:**

This course will be completed within 18 months (40 hrs/week X 39 weeks a year = 1560 hrs.) class plus 6 months (40 hrs/week X 24 weeks a year = 960 hrs.) on the job training (OJT).

**Entry criteria:**

Individuals with following criteria will be eligible for this program:

- SLC with any grade and any GPA (Since 2072 SLC).
- SLC appeared (Before 2072 SLC)
- Pass entrance examination administered by CTEVT

**Group size:**

The group size will be maximum 40 (forty) in a batch.

**Medium of Instruction:**

The medium of instruction will be in English and/or Nepali language.

**Pattern of Attendance:**

The students should have minimum 90% attendance in theory classes and practical/performance to be eligible for internal assessments and final examinations.

**Instructors' Qualification:**

- Instructors should have bachelor degree in Hotel Management or Diploma in Hotel Management with minimum 5 years practical based experiences.
- The demonstrator should have Diploma in Hotel Management with minimum 2 years practical based experiences.
- Good communicative/instructional skills

**Teacher and Student Ratio:**

- Overall at institutional level: 1:10
- Theory: 1:40
- Practical: 1:10
- Minimum 75% of the teachers must be fulltime

**Instructional Media and Materials:**

The following instructional media and materials are suggested for the effective instruction, demonstration and practical.

- Printed media materials (assignment sheets, handouts, information sheets, performance check lists, textbooks, newspaper etc.).
- Non-projected media materials (display, photographs, flip chart, writing board etc.).
- Projected media materials (multimedia/overhead transparencies, slides etc.).
- Audio-visual materials (films, videodiscs, videotapes etc.).
- Computer-based instructional materials (computer-based training, interactive video etc.)

**Teaching Learning Methodologies:**

The methods of teaching for this curricular program will be a combination of several approaches such as;

- Theory: lecture, discussion, assignment, group work, question-answer.
- Practical: demonstration, observation, guided practice and self-practice.

### Evaluation Details:

- The distribution of marks for theory and practical tests will be as per the marks given in the course structure of this curriculum. Ratio of internal and final evaluation is as follows:

S.N.	Particulars	Internal Assessment	Final Exam	Pass %
1.	Theory	50%	50%	40%
2.	Practical	50%	50%	60%

- There will be three internal assessments and one final examination in each subject. Moreover, the mode of assessment and examination includes both theory and practical or as per the nature of instruction as mentioned in the course structure.
- Every student must pass in each internal assessment to appear the final exam.
- Continuous evaluation of the students' performance is to be done by the related instructor/trainer to ensure the proficiency over each competency under each area of a subject specified in the curriculum.
- The on-the-job training is evaluated in 500 full marks. The evaluation of the performance of the student is to be carried out by the three agencies; the concerned institute, OJT provider industry/organization and the CTEVT Office of the Controller of Examinations. The student has to score minimum 60% for successful completion of the OJT.

### Grading System:

The grading system will be as follows:

#### Grading

Distinction  
First division  
Second division  
Third division

#### Overall marks

80% or above  
75% to below 80%  
65% to below 75%  
Pass aggregate to below 65%

### Certificate Awarded:

The council for technical education and vocational training will award certificate in “**Technical School Leaving Certificate in Hotel Management**” to those graduates who successfully complete the requirements as prescribed by the curriculum.

### Job Opportunity:

The graduate will be eligible for the position equivalent to Non-gazetted 2nd class/level 4 (technical) in the government related organizations or as prescribed by the Public Service Commission of Nepal or the concerned authorities (hospitality industries).

### Course Structure

S. N	Subjects	Nature	Hours/ Week	Theory & Practical hours			Full Marks	
				T	P	Total	T	P
1.	Hospitality Communicative English	T+P	5	78	117	195	50	70
2.	Introductory Tourism and Hospitality	T	3	117	0	117	80	0
3.	Food and Beverage Service & Operations	T+P	8	78	234	312	50	150
4.	Food Production and Patisseries	T+P	8	78	234	312	50	150
5.	Housekeeping Operations	T+P	5	39	156	195	20	100
6.	Front Office Operations	T+P	4	78	78	156	50	50
7.	Hygiene and Nutrition	T+P	3	78	39	117	50	30
8.	Computer Application	T+P	2	20	58	78	10	40
9.	Entrepreneurship Development	T+P	2	30	48	78	20	30
<b>Total</b>			<b>40</b>	<b>596</b>	<b>964</b>	<b>1560</b>	<b>380</b>	<b>620</b>

### On the Job Training

Subject	Nature of Instruction	Duration (Hrs.)	Full marks
On -the -Job Training (OJT)	Practical	960	500
<b>Grand total</b>		<b>2520</b>	<b>1500</b>

**T = Theory, P = Practical**

## Hospitality Communicative English

**Total: 195 hours**

**Theory: 78 hours**

**Practical: 117 hours**

### Course description:

This course aims to impart basic communication knowledge and skill to speak and write. This course covers grammar in English language and conversational language so as to have better competency in writing, understanding a text and correct use of English in everyday life.

### Course objectives

After the completion of this course the student will be able to:

1. Familiar the students with the basic of writing using the correct form of tense and other aspects of English grammar.
2. Get more exposure to the language in practical life
3. Explore the potential in learning through literature and developing creativity.
4. Write independently.

S. No	Task Statement	Related Technical Knowledge	Time (Hrs)		
			T	P	Tot
1.	Identify the tense, auxiliary verbs, voices, and reported speech	Tense aspects: general aspects of the present, past and future tense and their uses. Auxiliary verbs and the specific uses of the model auxiliary verbs. Voice: change of an active voice into passive. Reported speech: reporting sentences into indirect speech.	16		16
2.	Identify the relative pronouns and clauses, hypothesizing, conditional clauses, infinitive, conjunctions	Relative pronouns and relative clauses. Concord – Conditional clauses Infinitive: bare infinitive / to infinitive Use of preposition of at, on, in, by Use of conjunctions of contrast, reason and result, time and conditions Indirect questions	15		15
3.	Identify the sequence of writing i. e. describing place and people, comprehension, note taking, summary writing, memo writing, story and essay writing	Describing people and places Comprehension, note taking and summary writing Story / essay writing Writing a paragraph on events	15		15
4.	Identify the conversational dialogue	Conversational language: Making requests, asking for permission and offer, and giving suggestions/advice Dialogue writing Reply to the requests, permission and offer, telephone conversation	12		12

S. No	Task Statement	Related Technical Knowledge	Time (Hrs)		
			T	P	Tot
5.	Identify the writing skills	-Letter to the editor on social issues -Letter of application for a job -Writing resume -Report writing -Process writing -Memo writing -Telephone conversation	20		20
		<b>Total</b>	<b>78</b>		<b>78</b>

## PRACTICAL

### **Unit 1 Communication: An Introduction**

**20 hrs**

Conduct communication practice: Group Presentation- 5 times (Students will be divided into groups for presentation. Each group would consist of 5 members. However, each member of group has to present within the allocated time of the every group)

### **Unit 2 Business Letters**

**20 hrs**

2.1 Write different types of letters and dialogue depending upon situations (related to the types of letters and dialogue from unit 4 and 5)

### **Unit 3 Employment Communication**

**30 hrs**

3.1 Conduct role Play- 1 time (Students will be divided as Interviewer, Interviewee, Chairman or CEO of an organization, Participants of a Meeting and they will have to play the roles as assigned by the examiner/teacher)

3.2 Arrange field visit and get written assignment (Students will be asked to visit a fair and write report about that in assigned format)

### **Unit 4 Communicating Across Cultures**

**20 hrs**

4.1 Practice hearing and listening (Students will be evaluated orally about the topic of the units)

### **Unit 5 Personality Development and Communication in Business**

**27 hrs**

5.1 Perform individual presentation-5 times (Each students will be given a topic of presentation related to the course)

### **Reference books**

Liz and John Soars, (2009). New Headway (Intermediate and Upper Intermediate) Oxford University Press.

Wren & Martin (1990). High School English Grammar and Composition

Hawkins, D.&Strangwich, R. (1990). English for Further Education, Orient Longman, Constance



# Introductory Tourism and Hospitality

**Total: 117 hours**  
**Theory: 117 hours**  
**Practical: hours**

## Course description:

This course provides basic knowledge on tourism and hospitality industries. Tourism and hospitality industry is rapidly becoming one of the largest industries in the world. This course focuses on the nature of tourism and hospitality industries and their service sectors.

## Course objectives

After the completion of this course, the student will be able to:

1. Define the tourism and explore the major concepts in tourism
2. Explain the nature of tourism, and characteristics and types of tourists
3. Discuss the evolution of tourism
4. Explain the tourism components
5. Explain the types of tourism
6. Describe the importance and impacts of tourism
7. Name the tourism organizations and explain their service nature
8. Explain historical background of hospitality industries
9. Explain the service nature of hospitality industry
10. Classify the hospitality industries
11. Know about different hospitality business and their segments
12. Explain the functions of different outlets of hotels

## Course Contents

### Part One: Tourism

UNIT 1: Introductions	14 hrs.
1.1. Concept and meaning of tourism.	
1.2. Scope nature and significance of tourism.	
1.3. Definition of Tourism, travelers, tourist and Excursionist.	
1.4. Types of tourism and tourist.	
1.5. Importance of Tourism	
1.6. Characteristics of tourism.	
1.7. Benefits and cost of tourism.	
UNIT 2: Travel Behavior	11hrs.
2.1 Define travel Motivator.	
2.2 Reason behind travel.	
2.3 The characteristics of Travel.	
2.4 Barrier factors in travel.	
2.5 The stages of tourist journey.	

UNIT 3: The evolution process of tourism.	8 hrs.
3.1 Evolution of tourism.	
3.1.1. First Phage.	
3. 1.2. Second Phage.	
3.1.3. Third Phage.	
3.2 Evolution of tourism in Nepal.	
 UNIT4: Components of Tourism.	 8 hrs.
4.1 Five A's Components of tourism.	
4.1.1. Attraction	
4.1.2. Accommodation	
4.1.3. Accessibility	
4.1.4. Amenities	
4.1.5. Activities	
 UNIT 5: Tourism Products and impact of tourism.	 12hrs
5.1. Tourism Products	
5.1.1. Define tourism products	
5.1.2. Nature and characteristics of tourism products	
5.1.3. Types of tourism products	
5.1.4. Tourism product of Nepal	
5.2. Positive and negative impact of tourism	
5.3. Importance of tourism	
 UNIT 6: Tourism Related organizations	
6.1 National tourism related organization, their nature and primary role	20 hrs.
6.1.1. Ministry of Tourism and Civil Aviation (MoCTCA)	
6.1.2. Nepal Tourism Board (NTB)	
6.1.3. Hotel association of Nepal (HAN)	
6.1.4. Nepal Association of Travel Agent (NATA)	
6.1.5. Trekking Agent Association of Nepal(TAAN)	
6.1.6. Nepal Association of Rafting Agent (NARA)	
6.2. International Tourism Related Organization	
6.2.1. United Nation World Tourism Organization	
6.2.2. Pacific Asia Travel Association (PATA)	
6.2.3. International Air Transport Association(IATA)	
6.2.4. International Civil Aviation Organization (ICAO)	

## **Part Two: Hospitality Industries**

UNIT 1: Hospitality industry	10 hrs.
1.1 Introduction to hospitality industry	
1.2 Nature of hospitality industry	
1.3 Characteristics of Hospitality industry	
1.4 Relationship between tourism and Hospitality Industry	
1.5 Career prospect of the hospitality industry	
Unit 2: Catering Sectors.	8 hrs.
2.1 Define catering establishment	
2.2 Role of catering establishment in hospitality industry	
2.3 Sectors of catering establishment	
2.4 Classification of catering establishment	
2.5 Evolution of catering establishment	
UNIT 3: Hotel industry	14 hrs.
3.1 Introduction of Hotel industry	
3.2 Evolution of hotel in Nepal	
3.3 Classification of hotel	
3.3.1 ON the basis of Location	
3.3.2 On the Basis of Size of Property	
3.3.3 On the basis of Management	
3.3.4 On the Basis of service Standard	
3.4 Organization hierarchy of hotel	
3.5 Major functional and operation department of hotel with functions	
3.6 Front of the house department and Back of the house department of hotel	
3.7 Inter departmental communication	
UNIT 4: Human Resource Management	12 hrs.
4.1 Discuss the concept of human resource management	
4.2 Explain the characteristics of human resource management	
4.3 Explain the importance human resource management	
4.4 Explain the roles of human resource management department	
4.5 Explain functions of human resource management department	

**Reference books:**

- Gopal Singh Oli & B. B. Chetri; Travel and Tourism, Principles and Practices, Buddha Publications, Kathmandu (Part – I & II)
- Ghimire, A. & Shrestha S. K. (2004). An introduction to Hotel management, Ekta Books Publishers and Distributors.
- Gopal Singh Oli & B. B. Chetri; Hotel Management, Principles and Practices, Buddha Publications, Kathmandu
- Shrestha, R. & Joshi B. (2005). Fundamentals of Hotel Management, Asmita Publication.
- Andrews, S. (2002). Introduction to Tourism and Hospitality Industry, Tata McGraw Hill.
- Kunwar, R. R. (2006). Tourists and Tourism, International School of Tourism and Hotel management

# Food and Beverage Service & Operations

**Total: 312 hours**  
**Theory: 78 hours**  
**Practical: 234 hours**

## Course Descriptions:

This course is designed for the students of Technical SLC in Hotel Management under CTEVT, to expose students for restaurant and bar service to enhance the students by developing their technical, practical and professional skills to allow them to function with minimum supervision.

## Course objectives:

Upon completion of this subject, the student will be able to:

- Outline the different types of food service organizations
- Describe staffing structures for various catering establishments
- Discuss the qualities of good food service staff and their responsibilities to the customer,
- List the duties to be carried out by the restaurant staff.
- Describe the inter-relationship of the food and beverage department with other departments within the establishment.
- Prepare Mise en Place and Mise en Scene in various outlets.
- Describe menu and its types.
- Serve and clearance food and beverage service in various F&B outlets.
- Handle the guest complains.

## Course Contents

Unit 1: Introduction	12 hrs
1.1. Introduction to the Hotel Industry and Growth of the hotel Industry in Nepal.	
1.1. Introduction of catering industry.	
1.2. Catering business and its importance in tourism industry.	
1.3. Development of catering industry.	
1.4. Different types of catering establishment.	
1.4.1. Welfare	
1.4.2. Commercial	
1.3.1. Restaurant	
1.1.1. Bar	
1.1.2. Banquet	
1.1.3. ODC	
1.1.4. Night clubs	
1.1.5. Disco	
1.5. Job prospects and careers in the Catering industry	
1.6. Relationship of the service staff with	
• Customer	
• Kitchen	
• Management	

**Unit 2: Organization of Food and Beverage department**

12 hour

2.1.Organizational chart of food and beverage service department of hotel

2.2.Various food and beverage outlets

2.3. Duties and responsibilities of service executives and staff

2.3.1. F&B Manager

2.3.2. Outlet Manager

2.3.3. Outlet Supervisor

2.3.4. Waiter

2.3.5. Busboy

2.3.6. Sommeliers

2.3.7. Bartender

2.4.Basic attributes of Food and Beverage service staff

**Unit 3: Identification and correct uses of:**

6 Hours

3.1.Different types of tableware

3.1.1. Cutlery

3.1.2. Crockery

3.1.3. Silverware

3.2.4. Flatware

3.1.4. Halo-ware

3.1.5. Glassware

3.2. Different types of equipment

- Bain Marie
- Plate warmer
- Hot plates
- Microwave oven
- Ice cream machine
- Coffee machine
- Ice cube machine
- Side boards
- Dish/glass washing machine

3.4 Special equipment

- Nut cracker
- Grape scissors
- Oyster service
- Caviar
- Lobsters
- Snails dish
- Cheese cutter
- Cigar cutters
- Wine bottle openers
- Gueridon equipment

3.5 Different types of restaurant linen, exchange and requisition systems

3.6. Different types of Furniture

3.6.1. Table

- 3.6.2. Chair
- 3.6.3. Side board

**Unit 4: Preparation of the restaurant**

6 Hours

- 4.1. Mis-en-place
- 4.2. Mis-en-scene
- 4.3. Introduction of cover
- 4.4. Different types of cover
- 4.5. Rules for laying table
- 4.6. Useful tips for Food/Beverage service
- 4.7. Restaurant vocabulary – English and French
- 4.8. Briefing and its importance
- 4.9. Opening and closing duties of service staff
- 4.10. Still room, its uses and setting

**Unit 5: Meals and Menu**

12 hours

- 5.1. Meals of the day
- 5.2. Meal Plan
- 5.3. Introduction of menu
  - 5.3.1. functions of menu
  - 5.3.2. Menu planning
  - 5.3.3. Factor affecting menu planning
  - 5.3.4. Menu Structure on the basis of French classical menu
  - 5.3.5. Different types of Menus
    - Set Menu
    - Table d'hote,
    - A'la carte
    - Cyclic menu
    - Function menu
- 5.4. Introduction of Break-fast
  - 5.4.1. American Breakfast
  - 5.4.2. Continental Breakfast
  - 5.4.3. English breakfast
  - 5.4.4. Indian Breakfast

**Unit 6: Guest service**

6hours

- 6.1. General rules for guest service
- 6.2. Different forms of service
  - 6.2.1. Self-service
    - Counter service
    - Buffet service
  - 6.2.2. Table service
    - Pre-Plated service

- Platter to plate service
- Russian service
- French service
- English service
- Room service
- 6.2.3. Banquet service
  - Types of banquet setting.
  - Banquet booking process.
- 6.2.4. Complain
  - Meaning
  - Reasons
  - Handling complaints

UNIT 7: Bar and beverage studies.

12 hours

- 7.1. Introduction to Bar
- 7.2. Equipment/utensils used in bar
- 7.3. Duties of a Bar Tender
- 7.4. Essential attributes of bar tender
- 7.5. Definition of beverage
- 7.6. Classification of beverage
  - 7.6.1. Non Alcoholic Beverage
    - Stimulating Beverages
    - Nourishing Beverage
    - Refreshing Beverages
    - Natural beverages
  - 7.6.2. Alcoholic Beverage
  - 7.6.3. Fermented beverage
    - Introduction of wine
    - Process of wine making
    - Different types of wine (Still, Sparkling, fortified, aromatized)
    - Quality factors of wine
    - Care and storing of wine
    - Famous wine producing countries (France, Italy, Germany)
    - Wine and food Harmony
- 7.7. Beer
  - 7.3.1. Brewing process
  - 7.3.2. Types of beer
  - 7.3.3. Famous brand name of beer
  - 7.3.4. Common faults in Beer
- 7.4. Cider and Perry
  - 7.4.1. Types and Brand name



## Unit 8: Distilled spirits

12 Hours

- 8.1. Various types of Distilled Spirits
  - 8.1.1. Whiskey/ Whisky, its types, Origin, alcoholic strength, and Service Standard
  - 8.1.2. Brandy, its types, Origin, alcoholic strength, and Service Standard
  - 8.1.3. Vodka, its types, Origin, alcoholic strength, and Service Standard
  - 8.1.4. Gin, its types, Origin, alcoholic strength, and Service Standard
  - 8.1.5. Tequila, its types, Origin, alcoholic strength, and Service Standard
  - 8.1.6. Rum, its types, Origin, alcoholic strength, and Service Standard
  - 8.1.7. Liqueur, its types, alcoholic strength, and Service Standard
- 8.2. Cocktails and Mock tails
  - 8.2.1. Ingredients of cocktails and mock tails
  - 8.2.2. Rules of cocktails and Mock tails
  - 8.2.3. Components of cocktail (Base, modifying , coloring and garnishing agent)
  - 8.2.4. Methods of cocktails making.(Stirred, Shaken, Built and Layered)
- 8.3. Compound Alcoholic beverage
  - 8.3.1. Liqueurs
  - 8.3.2. Bitters

### **Practical**

#### **Perform the following activities**

**234 hours**

1. Identification of tools and equipment
2. Wiping and storing service ware
3. Still room preparations
4. Sideboards setting
5. Attending briefing
6. Linen exchange
7. Napkins folding
8. Laying table cloth before guest arrive, during service
9. Handling tray/plate
10. Cover setting
11. Cutlery adjustment as per meals
12. Changing ashtray
13. Breakfast and hi-tea cover setting
14. Receiving and seating the guest
15. Menu presentation and order taking
16. Service and clearance of meal in sequential order
17. Silver service
18. Room service
19. Banquet setting
20. Billing and farewell to guest
21. Service of wine
22. Preparing and serving tea and coffee

23. Serve Beer

24. Cocktails and mock tails preparation and service(standards: Prepare at least two cocktails base from each spirits)

**Reference books:**

- Ram Hari Lamichhane & Deepak Prasad Poudel, **A text book on food & beverage service**, CTEVT
- Gopal Singh Oli & B. B. Chhetri; *Hotel Management, Principles and Practices*, Buddha Publications, Kathmandu (Part-I & II)
- Sudhir Andrews, **Food and beverage service Training Manual**, Tata McGraw Hill Education Private limited New Delhi
- Ghimire A. & Shrestha S. K. *Hotel Management an Introduction*, Ekta Books Distributors, Kathmandu
- **Food and beverage service**, Dennis Lillicrap book powered copy

# Food Production and Patisserie

**Total: 312 hrs**  
**Theory: 78 hrs**  
**Practical: 234 hrs**

## Course description

This course provides basic knowledge and skills of food production and patisserie require for the operation of any kind of hotel and catering establishment. Moreover, this course imparts skills on continental cuisine, Nepalese cuisine, Indian cuisine and Chinese cuisine.

## Course objectives

After the completion of this course, the student will be able to:

1. Explain the kitchen, its organization structures and job responsibilities of staffs.
2. Define cooking, its heat applications, and methods of cooking.
3. Explain the food commodities used to prepare various dishes.
4. Explain the kitchen foundations including stock, soup, sauces, accompaniment, salad & dressing and garnish.
5. Prepare the basic continental, Nepali, Indian and Chinese cuisines.

## Course Contents

### THEORY

#### Unit 1: Kitchen Organization

**4hrs**

- 1.1. Define kitchen and explain its types: conventional kitchens, combined preparation and finished kitchen, satellite kitchen etc.
- 1.2. Draw an organizational chart of Kitchen Brigade: large, medium and small scale
- 1.3. Explain the job description of kitchen staffs of different levels

#### Unit 2: Culinary Terminologies

**6hrs**

Explain the basic culinary terminologies

#### Unit 3: Recipes

**4 hrs**

- Standard recipes
- Structure of standard recipes
- Standard portion
- Standard yield
- Determine standard food cost

#### Unit 4: Cooking

**6hrs**

- 4.1 Define cooking with its process
- 4.2 Explain the aims and objective of cooking
- 4.3 List and explain the methods of cooking, moist heat, dry heat, heat applications and suitable ingredients.
  - Explain the different types of kitchen equipment with examples, used to prepare dishes

## **Unit 5: Commodities**

**15hrs**

### **5.1. Vegetables**

- Discuss about the importance of vegetables in cookery
- Explain Classification of vegetables such as roots, shoots, leafy, fruits/squash, pods/seeds, flowers, tubers, bulbs, fungi etc. with examples
- Explain vegetable cuts and culinary uses
- Discuss purchasing points
- Explain storage system

### **5.2. Cereals/flours**

- Discuss about the importance of cereals and flours in cookery
- Explain Classification of cereals and flours such as rice, maize, wheat, oat, barley, tapioca, arrowroot, hard and soft flour, self-rising flour etc. with examples
- Explain their culinary uses
- Explain storage system

### **5.3. Herbs and spices**

- Discuss about the importance of herbs and spices in cookery
- Explain various types of continental and oriental herbs and spices with examples
- Explain their culinary uses
- Explain storage system

### **5.4. Fats/Oils**

- Discuss the importance of fats and oils in cookery
- Explain the types of fats and oils with sources
- Explain their culinary uses
- Explain storage system

### **5.5 Fish/Shellfish**

- Discuss the importance of fish and shellfish in cookery
- Explain the type fish and shellfish such as flat and round fish/ crustaceans and molluscs etc. with examples
- Explain the quality signs
- Explain their cuts and culinary uses
- Explain storage system

### **5.6 Eggs**

- Discuss the importance of eggs in cookery
- Explain quality signs
- Explain their culinary uses
- Explain storage system

### **5.7 Lamb/mutton**

- Discuss the importance of lamb/mutton in cookery
- Explain quality signs
- Explain commercial cuts and culinary uses
- Explain storage system

### **5.8 Pork**

- Discuss the importance of pork in cookery
- Explain quality signs
- Explain commercial cuts and culinary uses
- Explain meat products such as ham, bacon
- Explain storage system

### **5.9 Poultry**

- Discuss the importance of poultry in cookery

- Explain the classification of poultry such as duck, goose, pigeon, turkey, baby chicken, spring chicken, boiler chicken, fowl etc. with culinary uses
- Explain quality signs
- Explain storage system

#### **5.10 Tenderloin**

- Discuss the importance of tenderloin in cookery
- Explain cuts and culinary uses
- Explain storage system

#### **5.11 Fruits/nuts**

- Discuss the importance of fruits and nuts in cookery
- Explain their types such as berries, citrus, stones, tropical, temperate fruits and different nuts
- Explain quality signs
- Explain their culinary uses
- Explain storage system

#### **5.12 Rising agents**

- Explain yeast and its uses
- Explain baking powder and its uses
- Explain sodium bicarbonate and its uses

#### **5.13 Sugar**

- Explain the types of sugar with uses
- Explain the functions of sugar

### **Unit 6: Foundation of Continental Cooking**

**11hrs**

- 6.1 Explain stock and its types and uses
- 6.2 Explain sauce and its types with derivatives
- 6.3 Explain soup and its types with examples
- 6.4 Explain the different types of dough used to prepare different breads
- 6.5 Explain the different types of paste used to prepare sweets and confectionary items
- 6.6 Define accompaniment and garnish and discuss appropriate accompaniments and garnishes with examples
- 6.7 Define and explain salad with its types and parts
- 6.8 Define salad and dressing with examples
- 6.9 Discuss sandwiches with types

### **Unit 7: Asian Cooking**

**12hrs**

#### **7.1 Nepalese Cooking**

- Discuss the features of Nepalese cooking
- Discuss regional cooking of Nepal
- Explain the ingredients used in Nepalese cooking
- Explain the uses of equipment in Nepalese cooking
- Explain the Nepalese cooking terms

#### **7.2 Indian Cooking**

- Discuss the features of Indian cooking
- Discuss regional cooking of India
- Explain the ingredients used in Indian cooking
- Explain the uses of equipment in Indian cooking
- Explain Indian cooking terms

### 7.3 Chinese Cooking

- Discuss the features of Chinese cooking
- Discuss regional cooking of China
- Explain the ingredients used in Chinese cooking
- Explain the uses of equipment in Chinese cooking
- Explain the Chinese cooking terms

### Unit 8: Demonstration

20hrs

Demonstrate the following items:

- Different types of cuts of vegetable
- Preparation of basic salads and dressings
- Breakfast preparation
- Stock preparation
- Soup preparation
- Sauce preparation

### PRACTICAL

234 hrs

1. Clean kitchen, and tools & equipment used in kitchen
2. Cut vegetables, meat and other ingredients in different size and shape

### 3. Prepare different food items as per given menu

#### 3.1 Prepare Nepali cuisine (three menu)

##### Menu 1

- Khasi Ko Bhutuwa
- Sada Bhuja
- Jhaneko Masko Dal
- Seasonal Vegetables
- Golbhedako Achar

##### Menu 2

- Kukhurako Sekuwa
- Nauri Bhaja
- Kwattiko Jhol
- Chamsur Palungo
- Alooko Achar

##### Menu 3

- Tareko Machha
- Jogi Bhat
- Aloo Tama Bodi
- Rayoko Saag
- Kakroko Achar

### **3.2 Prepare Indian cuisine (three menu)**

#### **Menu 1**

- Chicken Do Pyaza
- Jira Pulao/Puri
- Rajma Masala
- Palak Paneer
- Salad/Raita/Chutney/Papad

#### **Menu 2**

- Mutton Rogan Josh
- Peas Pulao/Plain Paratha
- Dal Tadka
- Vegetable Jhalfrezi
- Malai Kofta
- Salad/Chutney/Raita/Papad

#### **Menu 3**

- Mutton Shahi Korma
- Sultana Pulao/Aloo Paratha
- Dal Makhani
- Aloo Parbal
- Salad/Chutney/Raita/Papad

### **3.3 Prepare Chinese cuisine (three menu)**

#### **Menu 1**

- Sweet Corn Soup
- Hot Garlic Fish
- Plain Rice
- Sliced Vegetable
- Julienne Salad

#### **Menu 2**

- Hot and Sour Soup
- Chicken Chilly
- Vegetable Chowmein
- Phak Choi
- Fin Salad

#### **Menu 3**

- Wonton Soup
- Chinese Chopsuey
- Green Salad

### **3.4 Prepare Continental Cuisine (five menu)**

#### **Menu 1**

- Cream of Mushroom
- Fish 'n' Chips with Tartare Sauce
- Fresh Fruits Salad

#### **Menu 2**

- Puree St, Germaine
- Chicken Sauté Chasseur
- Mashed Potato
- Jardinière of Vegetable
- Cold Lemon Soufflé

#### **Menu 3**

- Vegetable Broth
- Grilled Pork Chop
- With Robert Sauce
- Baked Potato
- Jardinière of Vegetable
- Chocolate Mousse

#### **Menu 4**

- Russian Salad
- Chicken Cordon Bleu
- Parsley Potato
- Buttered Vegetable
- Lemon Meringue Pie

#### **Menu 5**

- Tomato Puree
- Fish Meuniere with Butter Sauce
- Boiled Potato
- Green Salad
- Rum Baba

### **3.5 Prepare Breakfast Menu: [Indian (South & North), Continental, American and English] and High-tea set**

Menu 1: Sandwich, Chicken Patties, Vegetable Spring roll, Assorted Pastry, Tea/Coffee

Menu 2: Open Face sandwich, Chicken Mini Pizza, Vegetable Pakoda, Pineapple Pastry, Tea/Coffee

Menu 3: Assorted canapé, Vegetable Patties, Mini Samosa, Chocolate Pastry, Tea/Coffee

Menu 4: Assorted sandwich, Sausage roll, Vegetable cutlet, White forest pastry, Tea/Coffee



### 3.6 Prepare popular snacks

- Finger chips, Cheese ball, Vegetable Tempora, Hariyali Kabab, Vegetable Shani Kabab, Chicken Malai Tikka, Mutton Seek Kabab, Singapore Chicken, Chicken Drumstick with Garlic Sauce

### 3.7 Prepare breads and pastry

- Soft roll, Hard roll, Burger roll, Pizza, White bread, Brown bread, Bread stick, Croissants, Danish, Muffin, Chocolate Pastry, Pineapple Pastry, Black forest, White forest, Tandoori

### 3.8 Prepare popular fast food

- Pasta, pizza, Mo. Mo, Tacos, Spring rolls, Burger, Sandwich, Pakoda, Cutlet, Kathirolls, Chicken Drumsticks, Tibetan Breads, Eggs Preparation)

### *References Books*

- Foskett, D. & Ceserani, V. **Theory of Catering**. London: Book Power.
- Bali, P. V. **Food Production Operations**. New Delhi: Oxford Press Publication.
- Arora, K. **Theory of Cookery**. New Delhi: Franks Bros. & Co. Ltd.
- Bali, P.S. International Cuisine and Food Production Management. New Delhi: Oxford Press
- Gopal Singh Oli and B.B Chhetri, **Hotel Management Principles and Practices**; Buddha Publication, Kathmandu
- Ghimire A. & Shrestha S. K. **Hotel Management an Introduction**, Ekta Books Distributors, Kathmandu

# Housekeeping Operation

**Total: 195 hrs**  
**Theory: 39 hrs**  
**Practical: 156 hrs**

## Course description

This course provides knowledge and skills on Housekeeping operation and Management. It provides knowledge on Co-ordination, Laying out, Department organization, Cleaning agent, materials, supplies and equipment, and different services. It imparts skills on cleaning, polishing, Room setting and laying including equipment handling.

## Course objectives

After the completion of this course, the student will be able to:

1. Classify the hotels based on different criteria
2. Appreciate the placement of house-keeping as an important support department in the organization of hotel
3. Assess the scope of house-keeping in establishments other than hotels
4. Identify the various kinds of beds, mattresses and bedding and discuss their maintenance and cleaning
5. Understand working procedure of linen & uniform room
6. Know public area management & service
7. Perform cleaning and arrangement activities
8. Provide laundry service
9. Describe, key controls and different form and formats use in the department

## Course contents:

### Unit 1: Introduction to House Keeping

**8Hrs**

- 1.1. Describe housekeeping, housekeeping department and its importance & Function
- 1.2. Describe the Role of housekeeping in hotel
  - 1.2.1. Importance of Housekeeping
  - 1.2.2. Describe the sections of the housekeeping department, their Functions and layout
  - 1.2.3. Discuss the hierarchy of housekeeping in large medium and small hotel
  - 1.2.4. Explain the attributes of staff.
  - 1.2.5. Describe Job Description and Job Specification
  - 1.2.6. Describe the co-ordination with other departments like Front office, Engineering, F&B, Security, Purchase, HRD, Accounts
- 1.3. Forms/formats/slips/registers used in House Keeping Department
  - Maintenance order slip
  - Work order slip
  - Weekly cleaning register
  - Room report form
  - Register for guest messages
  - Baby-sitter register
  - Guest supplies control register
  - Room checklists file
  - Carpet shampooing register

- Store requisition form
- Room occupancy reports file
- Log book
- Room Linen control form

## **Unit 2: Guest Rooms**

**4 hrs**

- 2.1 Describe guest room
- 2.2 Describe the types of guest rooms
- 2.3 Describe guest room, bathroom, supplies and contained
  - 2.3.1 Its importance
  - 2.3.2 Proper place
- 2.4 Describe the amenities & facilities for VIP guest rooms
- 2.5 Describe different types of bed with size

## **Unit 3: Cleaning Equipment and Cleaning Agents**

**6 hrs**

- 3.1. Describe the classification, use, care & maintenance of cleaning equipment
- 3.2. Explain the selection & purchase criteria of cleaning agents and equipment
- 3.3. Describe the classification, use, care and storage of cleaning agents and equipment
- 3.4. Explain the distribution & Control of cleaning agents and equipment
- 3.5. Explain the selection criteria of cleaning agents and equipment
- 3.6. Explain the safety measure while using Cleaning Agents and equipment
- 3.7. Identification and uses of cleaning Agents and Equipment
  - Solvents
  - Detergents & Soaps
  - Abrasives.
  - Liquid Cleaning Agents.
  - Washing Soda.
  - Bars, Powders and Flakes.
  - Window Cleansers.
  - Acids and Alkali
  - Absorbents
  - Paraffin Oil.
  - Polishes
  - Disinfectants, Antiseptics & Deodorants
- 3.8. Cleaning Equipment
  - 3.8.1. Manual Cleaning Equipment
    - Brushes
    - Mops
    - Broom
    - Melamine Foam
    - Squeegees
    - Cloths (dusters)

- Carpet Sweeper
  - Spray Bottle
- 3.8.2. Mechanical Cleaning Equipment
- Vacuum Cleaners
  - Scrubbing / Polishing Machines.
  - Hot Water Extraction
  - Washing machine

#### **Unit 4: Cleaning methods and Principles**

**6hrs**

- 4.1. General rules of cleaning.
- 4.2. Explain Different Cleaning methods by using suitable cleaning Equipment and agent as per surface.
- 4.3. Guest room cleaning
- 4.3.1. Procedure for Entering a Guest Room
  - 4.3.2. Vacant room attending procedure
  - 4.3.3. Occupied Rooms Cleaning Procedure.
  - 4.3.4. Departure Room Cleaning Procedure
  - 4.3.5. Bathroom Cleaning Procedure.
  - 4.3.6. Daily Dusting Vacant Room.
  - 4.3.7. Special care for Dirty Dozen.
- 4.4. Turndown service.
- 4.5. Spring Cleaning.

#### **Unit 5: Housekeeping Procedures**

**5hrs**

- 5.1 Briefing, De-briefing,
- 5.2 Gate pass.
- 5.3 Indenting from stores.
- 5.4 Inventory of Housekeeping Items.
- 5.5 Par stock.
- 5.6 House keeping control desk,
- Importance.
  - Role, Co-ordination.
  - Types of file and register maintained by the house keeping control desk.
- 5.7 Key, types of key, key controlling procedures.
- 5.8 Lost and found concept, handling lost and found procedure.
- 5.9 Handling of guest queries, problem, request, general operations of control desk.

#### **Unit 6: Linen and Uniform**

**6 hrs**

- 6.1 Introduction of linen
- 6.1.1. Types of linen and it standard size
    - Bed Linen
    - Soft Furnishing
    - Bath Linen

- Napery
- Restaurant linen
- 6.1.2. Uniform use in hotel staff
- 6.2. Inventory control and types of inventory
- 6.3. Par stock
  - 6.3.1. Importance of Par Stock
  - 6.3.2. Procedure of establishing Par stock
- 6.4. Uniform and linen change procedure.

**Unit 7: Safety & Precaution**

**4hrs**

- 7.1 Fire
- 7.2 Theft
- 7.3 Damage to hotels' property
- 7.4 Death
- 7.5 Accidents

**PRACTICAL**

**156 hrs.**

**Unit 1: Cleaning and Washing**

- 1.1 Handle/calibrate cleaning tools/equipment
- 1.2 Handle cleaning agents
- 1.3 Perform sweeping /mopping – dry, wet. vacuum cleaning
- 1.4 Clean different floor finishes using floor scrubbing machine
- 1.5 Clean rug/carpet
- 1.6 Empty wastebasket
- 1.7 Empty and clean ashtrays
- 1.8 Transport trash and waste to disposal areas
- 1.9 Wash windows
- 1.10 Wash walls/ceiling
- 1.11 Wash woodwork

**Unit 2: Polishing & Cleaning**

- 2.1 Perform polishing on laminated surfaces
- 2.2 Perform Polishing on brass articles
- 2.3 Perform Polishing on copper articles
- 2.4 Perform cleaning of glass surface
- 2.5 Perform cleaning of oil painted surfaces
- 2.6 Perform cleaning of plastic painted surfaces
- 2.7 Perform mansion polishing on floor

**Unit 3: Guest room**

- 3.1 Layout/set guest room /supplies/placement.
- 3.2 Perform bed making
- 3.3 Guest room cleaning
- 3.4 Bathroom cleaning

**Unit 4: Maid Cart**

- 4.1 Set the Maid cart
- 4.2 Prepare room supplies
- 4.3 Prepare fresh linen
- 4.4 Prepare cleaning supplies

**Unit 5: Public areas cleaning**

- 5.1 Clean lobbies
- 5.2 Clean banquet hall
- 5.3 Clean swimming pool
- 5.4 Clean fitness center
- 5.5 Clean elevators
- 5.6 Clean lounges
- 5.7 Clean restrooms
- 5.8 Clean stairways
- 5.9 Clean locker rooms

**Unit 6: Floor Cleaning**

- 6.1 State all types of floor cleaning methods
- 6.2 Mop the floor
- 6.3 Scrub the floor using powered scrubbing machine
- 6.4 Sweep floor
- 6.5 Wax floor using waxing machine

**Unit 7: Linen and uniform Room /Linen uniform Inventory**

- 7.1 Take linen inventory
- 7.2 Take uniform inventory
- 7.3 Discard linens/uniforms
- 7.4 Replenish linens

**Unit 8: Laundry**

- 8.1 Handle / calibrate laundry equipment
- 8.2 Fold linen and uniform
- 8.3 Handle of the different laundry detergents and chemicals

**Unit 9: Key Control System**

- 9.1 Types of key and its control procedure

**Unit 10: Furniture Cleaning**

- 10.1 Describe types of furniture
- 10.2 State method of furniture cleaning

**Unit 11: Forms and Formats**

- 11.1 Define forms and formats
- 11.2 Describe different form and formats use in the department

**Unit 12: Desk Control**

- 12.1 Keep the record of requests
- 12.2 Supply the guest' request
- 12.3 Maintain the logbook

**Unit 13: Lost and Found**

- 13.1 Keep the records of lost and found
- 13.2 Coordinate with front office

***Reference Books:***

1. Housekeeping Training Manual- Sudhir Andrews
2. Gopal Singh Oli and B.B Chhetri, *Hotel Management, Principles and Practices*; Buddha Publication, Kathmandu
3. Hotel, Hostel & Hospital Housekeeping- Brenscon & Lanox
4. Housekeeping Management –Margaret Kappa, Aleta Nitscheke Patricia B Schappert
5. Hotel Housekeeping Operation and Management - G Raghubalan & Smritee

# Front Office Operations

**Total: 156 Hrs**  
**Theory: 78 Hrs**  
**Practical: 78 Hrs**

## Course Descriptions:

This course is designed for the students of Technical SLC in Hotel Management under CTEVT, to develop the basic comprehensive knowledge and skills on the operation of Hotel Front Office.

## Objectives:

Upon successful completion of the course, the student will be able to:

- Describe the Hotel industry and its category.
- Describe the role of front office department in Hotel.
- Identification of tools and equipment use in front office department.
- Provide services on guest arrival during stay and while guest checkout.
- Describe the role of front office on guest securities system.

## Course content

### Unit 1: Introduction of Hotel Front Office

**12 Hrs**

- 1.1 Introduction of front office
- 1.2 Primary Function of front office
- 1.3 Role of front office in hotel.
- 1.4 Organization chart of front office department.
- 1.5 Job description of front office personnel's.
- 1.6 Essential attributes of front office Personnel.
- 1.7 Section and layout within front office operations.
  - Reservation section
  - Reception desk.
  - Information desk.
  - Concierge/ uniform service.
  - Bell desk.
  - Lobby desk
  - Telephones operator section.
  - Front office Cashier desk.
- 1.8 Coordinating section and department of front office.

### Unit 2: Tools and Equipment

**6 Hour**

- 2.1 Common Tools and equipment and their uses in front office department.
- 2.2. Various firms and format use in front office department.
- 2.3. Different types of rooms
- 2.4. Types of meal plan.
- 2.5. Meal coupon.
- 2.6. Hotel brusher.
- 2.7. Room Tariff.
- 2.7. Various room rates.



<b>Unit 3: Reservation</b>	<b>12 hour</b>
3.1 Introduction	
3.2 Purpose	
3.3 Modes and sources of reservations	
3.4 Types of reservation	
3.5 Factors affecting reservation	
3.6 Reservation Process	
<b>Unit 4: Guest check in and check out</b>	<b>12 hour</b>
4.1 Guest registration	
4.1.1. Importance of registration	
4.1.2. Various forms and formats use for registration	
4.1.3. Supporting documents required for registration	
4.1.5. Guest registration process	
4.1.5.1 Group check in	
4.1.5.2. VVIP, VIP, CIP check in	
4.1.5.3. FIT check in	
4.1.5.4. Scanty baggage checks in	
4.2 Guest check out Process.	
4.3 Group check out process.	
4.4 Guest billing.	
4.5 Methods of Bill settlement.	
<b>Unit 5: Sundry services</b>	<b>12 Hour</b>
5.1. Handling Mail and Message.	
5.2. Paging.	
5.3. Bell desk service.	
5.3.1. Role of bell desk while guest checks in and checks out.	
5.3.2. Handling guest luggage and baggage.	
5.3.3. Handling left luggage.	
5.4. Safe deposit locker.	
5.4.1. Handling safe deposit locker.	
5.5. Exchanging foreign currency.	
5.6. Room changing process.	
5.7. Custody and key control.	
5.8. Wake up call.	
5.9. Guest complains.	
5.9.1. Types of guest complain.	
5.9.2. Handling guest Complains.	
<b>Unit 6: Telecommunication</b>	<b>6 hour</b>
6.1. Types of exchange.	
6.2. Other communication Equipment.	
6.3. Organization chart of telecommunication department.	
6.4. Skill and competencies of telecommunication department.	
6.5. General duties of telecommunication operator.	
6.7. General rules of telecommunication.	
6.8. Uses of phonetic alphabets.	

<b>Unit 7: Front office accounting</b>	<b>6 hour</b>
7.1 Types of Account.	
7.2. Vouchers.	
7.3 Folio.	
7.4. Ledger	
7.5. Front office accounting cycles.	
7.6. Maintenance and settlement of account.	

<b>Unit 8: Hotel safety and securities</b>	<b>6 Hour</b>
8.1. Securities through the information and room number.	
8.2. Securities through the key.	
8.3. Suspicious People.	
8.4. Handling Unusual and Emergency situation.	
8.4.1. Terrorist activities.	
8.4.2. Bomb threads.	
8.4.3. Death in Room.	
8.4.4. Fire in hotel.	
8.4.5. Drunker guest.	

<b>Unit 9: Front office correspondence</b>	<b>6 Hour</b>
9.1 Setting letter	
9.2 Letter of enquiry	
9.3 Letter of confirmation	
9.4 Letter of cancellation	

**Practical:** **78 hrs**

**Perform the following activities**

1. Sketch the layout of front office department
2. Identification of tools and Equipment use in front office
3. Prepare the Hotel Brusher and information sheets
4. Handling telephone switch boards
5. Develop various forms and formats use in front office
6. Bell desk services:
  - 6.1. Handling guest baggage while guest arrive and departure
  - 6.2. Escorting guest to the room
  - 6.3. Explaining facilities inside the room
  - 6.4. Handling left luggage
7. Receive guest and providing information
8. Prepare VIP, VVIP, CIP, amenities
9. Make a registration for VIP, VVIP, CIP, FIT, Scanty Baggage guest
10. Handle key
11. Create a guest folio
12. Provide guest locker services
13. Provide the room Change services
14. Handel paging service

15. Handel guest mail and message
16. Guest check out
17. Prepare and maintain various voucher and ledger
18. Handel FAX, Photocopy, credit card machine

**References.**

- Sudhir Andrews, **Hotel Front office, A Training Manual**, “Tata McGraw-Hill Publishing Companies.”
- Gopal Singh Oli and B.B Chhetri, *Hotel Management, Principles and Practices*; Buddha Publication, Kathmandu
- Jatashanker R. Tiwari, **Front Office Operations and Management**. “Oxford University Press”
- Surya Kiran Shrestha & Anand Ghimire, **Principle of Hotel Management**

# Hygiene and Nutrition

**Total: 117 Hrs**  
**Theory: 39 Hrs**  
**Practical: 78 Hrs**

## Course Description:

This course is designed for the students of Technical SLC in Hotel Management under CTEVT, to develop the basic comprehensive knowledge and skills during operation of Hygiene and Nutrition.

## Objective:

Upon successful completion of the course, the student will be able to:

- Define the food science and Hygiene
- Apply the knowledge of Food Preservation ;
- Understand the knowledge of Food and Public Health
- Get Knowledge on Principle of HACCP, Cook chills and cook freeze;
- Develop the idea on Effects of cooking on Nutritive value ;
- Define Nutrition

## THEORY

### Unit 1: Introduction

**8 hours**

- 1.1. Define the food science and Hygiene
- 1.2. Types of hygiene, Food, kitchen, personnel hygiene
- 1.3. Describe the scope of food science and hygiene

### Unit 2: Food Preservation

**20 hours**

- 2.1. Discuss the principles of preservation
- 2.2. Explain the methods of preservation
- 2.3. Explain the method drying
- 2.4. Explain high temperature preservation method.
- 2.5. Explain irradiation
- 2.6. Explain fermentation and Chemicals
- 2.7. Explain traditional methods of food storage

### Unit 3: Food and Public Health

**10 hours**

- 3.1 Discuss food Hazards
- 3.2 Explain food borne disease.
- 3.3 Discuss symptoms of food poisoning
- 3.4 Explain natural toxicants in foods, toxic metals and chemicals
- 3.5 Explain factors associated with food borne illness
- 3.6 Explain control and eradication of microorganisms, flies, cockroaches and rodents

### Unit 4: Principle of HACCP, Cook chill and cook freeze.

**10 hours**

- 4.1 Introduction of HACCP
- 4.2 Principle and Practices of HACCP
- 4.3 Cook chill and cook freeze process in food industries

## Unit 5: Effects of cooking on nutritive value

10hrs

- 5.1 Describe about effect of cooking on nutritive values on followings:-
- a) Carbohydrates
  - b) Protein
  - c) Vitamin
  - d) Minerals
  - e) Fat

## Unit 6: Nutrition

20hrs

- 6.1. Introduction
- 6.2 Types of nutrients
- 6.2 Explain about food is the prime necessity of life
- 6.3 Explain the component of nutrients
- 6.4 State Carbohydrate its function and sources
- 6.5. State Fat its function and sources
- 6.6. State protein its function and sources
- 6.7 State Vitamins its function and sources
  - Vitamins A
  - Vitamins K
  - Vitamins C
  - Vitamins D
  - Vitamins E
  - Vitamins B
- 6.8 Explain main minerals salts, function & sources
  - a. Calcium
  - b. Phosphorus
  - c. Iron
- 6.9 Explain other elements, function & sources of following:
  - a. Copper
  - b. Magnesium
  - c. Sulphur
  - d. Sodium, Potassium & chloride
  - e. Maganise
  - f. Cobalt
  - g. Zinc
  - h. Fluorine
  - i. Iodine
- 6.10 Explain the energy requirement
- 6.11 Concept of balance diet
- 6.12 Dietary guideline

## Practical

39 hrs

- Visit dairy, observe different units and submit report
- Visit food processing industry, observe food processing units, and submit report
- Visit Hotel & Catering industry observe food handling system and submit report

## References.

- Sunetra Roday, **Food Hygiene and Sanitation with case**, published by McGraw Hill Companies

## Computer Application

**Total: 78 hrs**  
**Theory: 20 hrs**  
**Practical: 58 hrs**

### Course description:

This course provides a foundation in computer technology and how it relates to everyday business computing. Students will be able to work with computer to write memo, letters and also have the knowledge of data entry for food and beverage cost control. Students also learn basic computing concepts during lectures, and these concepts are reinforced in practical lab sessions using modern standards of business computing.

### Course objectives:

After the completion of the course the students will be able:

1. Know the characteristics and types of computer
2. Apply the computer in day to day work
3. Know input and output devices
4. Explain Number system, Boolean operations, and Logic Gates
5. Explain programming language
6. Operate e-mail, internet
7. Handle electronic commerce

### Course Contents:

S. N.	Task Statement	Related Technical Knowledge	Time (Hrs)		
			T	P	Tot
1.	Introduce Computer system	The History Behind Definition Advantages and Disadvantages	2	2	4
2.	List the characteristics of Computer	Accuracy, Speed, Vast Storage, Accuracy, Reliability, Diligence, Automatic, Non-intelligent, Versatile	2	0	2
3.	Identify the types of Computer	Large Super Computers, Mainframes, Minicomputers, Workstations, Microcomputers, Laptops and Palmtops	2	0	2
4.	Describe the applications of Computer	Computer applications	1	4	5
5.	Identify the components of Computer	Components of Computer	1	1	2
6.	Identify the Input Devices	Keyboard, Mouse, Microphone, Speakers	1	1	2
7.	Identify the Output Devices	Monitors, Printers: Impact (Dot Matrix); Non-Impact (Ink-jet and laser printer)	1	1	2
8.	Identify the CPU (CU, ALU and Registers)	CPU (CU, ALU and Registers)	1	1	2

S. N.	Task Statement	Related Technical Knowledge	Time (Hrs)		
			T	P	Tot
9.	Identify the Storage	Primary Cache Memory, RAM and ROM and their types. Auxiliary Magnetic Tape; Magnetic Disks: Hard Disk, Pen Drive, Memory Card; Optical Disk: CD, DVD, Magneto-Optical (MO) devices.	2	4	6
10.	Identify the Software	Introduction System Software Introduction System Software Operating System, Utility Software Application Software Word Processor, Spread Sheet, Presentation Tool	1	5	6
11.	Identify the Number System, Boolean Operations and Logic Gates	Decimal, Binary Octal and Hexa-decimal Number System Binary-Decimal and Decimal-Binary Conversion Binary Addition and Subtraction Logic Gates (AND, OR, NOT)	1	2	3
12.	Identify the Programming Language	Machine Language and Assembly Language High-Level and Low-Level Language Assemblers, Compilers and Interpreter Problem – Solving and Programming Techniques Algorithms Flowcharts	1	2	3
13.	State/Identify the network and communication	Overview of Network Network Topologies (Ring, Bus, Mesh, Star) TCP/IP Types of Network LAN, MAN and WAN Internet and Intranet	2	3	5
14.	Use the applications to the internet	Client-Server Architecture World Wide Web (www) Static Vs. Dynamic Contents	0	4	4

S. N.	Task Statement	Related Technical Knowledge	Time (Hrs)		
			T	P	Tot
		Electronic Mail (e-mail)			
15.	Identify the hardware	Knowledge of basic computer parts. Assembling the computer	0	4	4
16.	Identify the software	The Operating System Installation Introduction to Device Drivers. Files (File Names/ Formats/ Extensions) and Folders.	2	0	2
17.	Use the MS DOS	Lab consisting of several DOS commands to accomplish various tasks. (Create, Move, Rename, Copy, Delete Files/Folders.)	0	4	4
18.	Use the MS Office	Lab consisting of standard keys to perform similar tasks on various office element software like Word, Excel, and PowerPoint.	0	4	4
19.	Identify the Computer Network and Internet	Visibility of computers inside a network, sharing of resources, browsing through the Internet, the fundamentals of e-commerce etc.	0	4	4
20.	Use the computer applications in food productions	Purchasing of commodities Receiving of commodities Storing of commodities Issuing of commodities Inventory control	0	12	12
		<b>Total</b>	<b>20</b>	<b>58</b>	<b>78</b>

**Reference books:**

- Introduction to Computers, Peter Norton's, Tata McGraw-Hill
- Computer Fundamentals, P.K. Sinha



# Entrepreneurship Development

**Total: 78 hrs**  
**Class/week: 2 hrs**

## Course description

This course is designed to impart the knowledge and skills on formulating business plan and managing small business in general. This course intends to deal with exploring, acquiring and developing enterprising competencies, identification of suitable business idea and developing of business plan.

## Course objectives

After completion of this course students will be able to:

1. Understand the concept of business and entrepreneurship
2. Explore entrepreneurial competencies
3. Analyze business ideas and viability
4. Formulate business plan
5. Learn to manage small business

## Course Contents:

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
Unit 1: Introduction to Entrepreneurship			5.75	4.08	9.83
1	Introduce business	Introduction of business: <ul style="list-style-type: none"> <li>• Definition of business/enterprise</li> <li>• Types of business</li> <li>• Classification of business</li> <li>• Overview of MSMEs(Micro, Small and Medium Enterprises) in Nepal</li> </ul>	1.5		1.5
2	Define entrepreneur/entrepreneurship	<u>Definition of entrepreneur:</u> <ul style="list-style-type: none"> <li>• Definition of entrepreneur</li> <li>• Definition of entrepreneurship</li> <li>• Entrepreneurship development process</li> </ul>	0.5	0.5	1.0
3	Describe entrepreneur's characteristics	<u>Entrepreneur's characteristics:</u> <ul style="list-style-type: none"> <li>• Characteristics of entrepreneurs</li> <li>• Nature of entrepreneurs</li> </ul>	0.67	0.83	1.5

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
4	Assess entrepreneur's characteristics	<u>Assessment of entrepreneur's characteristics:</u> <ul style="list-style-type: none"> <li>List of human characteristics</li> <li>Assessment of entrepreneurial characteristics</li> </ul>	0.5	1.0	1.5
5	Compare entrepreneur with other occupations	<u>Entrepreneur and other occupations:</u> <ul style="list-style-type: none"> <li>Comparison of entrepreneur with other occupations</li> <li>Types and styles of entrepreneurs</li> </ul>	1.0		1.0
6	Differentiate between entrepreneur and employee	<u>Entrepreneur and employee:</u> <ul style="list-style-type: none"> <li>Difference between entrepreneur and employee</li> <li>Benefit of doing own business</li> </ul>	0.5	0.5	1.0
7	Assess "Self"	<u>"Self" assessment:</u> <ul style="list-style-type: none"> <li>Understanding "self"</li> <li>Self-disclosure and feedback taking</li> </ul>	0.6	0.4	1.0
8	Entrepreneurial personality test: <ul style="list-style-type: none"> <li>Assess "Self" inclination to business</li> </ul>	<u>Entrepreneurial personality test:</u> <ul style="list-style-type: none"> <li>Concept of entrepreneurial personality test</li> <li>Assessing self-entrepreneurial inclination</li> </ul>	0.67	0.83	1.5
<b>Unit 2: Creativity and Assessment</b>			<b>6.5</b>	<b>4.0</b>	<b>10.5</b>
9	Create viable business idea	<u>Creativity:</u> <ul style="list-style-type: none"> <li>Concept of creativity</li> <li>Barriers to creative thinking</li> </ul>	1.67	0.33	2.0
10	Innovate business idea	<u>Innovation:</u> <ul style="list-style-type: none"> <li>Concept of innovation</li> <li>SCAMPER Method of innovation</li> </ul>	0.83	0.67	1.5
11	Transfer ideas into action	<u>Transformation of idea into action:</u> <ul style="list-style-type: none"> <li>Concept of transferring idea into action</li> <li>Self-assessment of creative style</li> </ul>	1.0	0.5	1.5

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
12	Assess personal entrepreneurial competencies	<p><b><u>Personal entrepreneurial competencies:</u></b></p> <ul style="list-style-type: none"> <li>• Concept of entrepreneurial competencies</li> <li>• Assessing personal entrepreneurial competencies</li> </ul>	0.5	1.0	1.5
13	Assess personal risk taking attitude	<p><b><u>Risk taking attitude:</u></b></p> <ul style="list-style-type: none"> <li>• Concept of risk</li> <li>• Personal risk taking attitude</li> <li>• Do and don't do while taking risk</li> </ul>	1.5	1.0	2.5
14	Make decision	<p><b><u>Decision making:</u></b></p> <ul style="list-style-type: none"> <li>• Concept of decision making</li> <li>• Personal decision making attitude</li> <li>• Do and don't do while making decision</li> </ul>	1.0	0.5	1.5
<b>Unit 3: Identification and Selection of Viable Business Ideas</b>			<b>0.83</b>	<b>3.42</b>	<b>4.25</b>
15	<p>Identify/ select potential business idea</p> <ul style="list-style-type: none"> <li>• Analyze strength, Weakness, Opportunity and Threat (SWOT) of business idea</li> </ul>	<p><b><u>Identification and selection of potential business:</u></b></p> <ul style="list-style-type: none"> <li>• Sources of business ideas</li> <li>• Points to be considered while selecting business idea</li> <li>• Business selection process</li> <li>• Potential business selection among different businesses</li> <li>• Strength, Weakness, Opportunity and Threats (SWOT) analysis of business idea</li> <li>• Selection of viable business idea matching to "self"</li> </ul>	0.83	3.42	4.25
<b>Unit 4: Business Plan</b>			<b>16.67</b>	<b>36.58</b>	<b>53.25</b>
16	Assess market and marketing	<p><b><u>Market and marketing:</u></b></p> <ul style="list-style-type: none"> <li>• Concept of market and marketing</li> <li>• Marketing and selling</li> </ul>	1.33	0.75	2.08

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
		<ul style="list-style-type: none"> <li>• Market forces</li> <li>• 4 Ps of marketing</li> <li>• Marketing strategies</li> </ul>			
17	<p><b>Business exercise:</b></p> <p>Explore small business management concept</p>	<p><b><u>Business exercise:</u></b></p> <ul style="list-style-type: none"> <li>• Business exercise rules</li> <li>• Concept of small business management</li> <li>• Elements of business management               <ul style="list-style-type: none"> <li>• Planning</li> <li>• Organizing</li> <li>• Executing</li> <li>• Controlling</li> </ul> </li> </ul>	1.58	1.67	3.25
18	Prepare market plan	<p><b><u>Business plan/Market plan</u></b></p> <ul style="list-style-type: none"> <li>• Concept of business plan</li> <li>• Concept of market plan</li> <li>• Steps of market plan</li> </ul>	2.0	2.0	4.0
19	Prepare production plan	<p><b><u>Business plan/Production plan:</u></b></p> <ul style="list-style-type: none"> <li>• Concept of production plan</li> <li>• Steps of production plan</li> <li>•</li> </ul>	1.25	1.5	2.75
20	Prepare business operation plan	<p><b><u>Business plan/Business operation plan:</u></b></p> <ul style="list-style-type: none"> <li>• Concept of business operation plan</li> <li>• Steps of business operation plan</li> <li>• Cost price determination</li> </ul>	2.5	2.67	5.17
21	Prepare financial plan	<p><b><u>Business plan/Financial plan:</u></b></p> <ul style="list-style-type: none"> <li>• Concept of financial plan</li> <li>• Steps of financial plan</li> <li>• Working capital estimation</li> <li>• Pricing strategy</li> <li>• Profit/loss calculation</li> <li>• BEP and ROI analysis</li> <li>• Cash flow calculation</li> </ul>	4.5	7.5	12.0

S. N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Tot
22	Collect market information /prepare business plan	<u><b>Information collection and preparing business plan:</b></u> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Market survey <ul style="list-style-type: none"> <li>· Precaution to be taken while collecting information</li> <li>· Sample questions for market survey</li> <li>· Questions to be asked to the customers</li> <li>· Questions to be asked to the retailer</li> <li>· Questions to be asked to the stockiest/suppliers</li> </ul> </li> <li>• Preparing business plan</li> </ul>	2.0	13.0	15.0
23	Appraise business plan	<u><b>Business plan appraisal:</b></u> <ul style="list-style-type: none"> <li>• Return on investment</li> <li>• Breakeven analysis</li> <li>• Cash flow</li> <li>• Risk factors</li> </ul>	0.5	5.5	6.0
24	Maintain basic book keeping	<u><b>Basic book keeping:</b></u> <ul style="list-style-type: none"> <li>• Concept and need of book keeping</li> <li>• Methods and types of book keeping</li> <li>• Keeping and maintaining of day book and sales records</li> </ul>	1.0	2.0	3.0
<b>Total:</b>			<b>30</b>	<b>48</b>	<b>78</b>

**Text book:**

क) प्रशिक्षकहरुकालागिनिर्मित निर्देशिकातथा प्रशिक्षण सामग्री, प्राविधिकशिक्षातथाव्यावसायिकतालीम परिषद् २०६९

ख) प्रशिक्षार्थीहरुकालागिनिर्मित पाठ्यसामग्रीतथाकार्यपुस्तिका, प्राविधिकशिक्षातथाव्यावसायिकतालीम परिषद् (अप्रकाशित), २०६९

**Reference book:**

Entrepreneur's Handbook, Technonet Asia, 1981.

## **On the Job Training (OJT)**

**Full Marks: 500**

**Practical: 24 weeks/960 Hrs**

### **Description:**

On the Job Training (OJT) is a 6 months (24 weeks/144 working days) program that aims to provide trainees an opportunity for meaningful career related experiences by working fulltime in real organizational settings where they can practice and expand their classroom based knowledge and skills before graduating. It will also help trainees gain a clearer sense of what they still need to learn and provides an opportunity to build professional networks. The trainee will be eligible for OJT only after attending the final exam. The institute will make arrangement for OJT. The institute will inform the CTEVT at least one month prior to the OJT placement date along with plan, schedule, the name of the students and their corresponding OJT site.

### **Objectives:**

The overall objective of the On the Job Training (OJT) is to make trainees familiar with firsthand experience of the real work of world as well as to provide them an opportunity to enhance skills. The specific objectives of On the Job Training (OJT) are to;

- apply knowledge and skills learnt in the classroom to actual work settings or conditions and develop practical experience before graduation
- familiarize with working environment in which the work is done
- work effectively with professional colleagues and share experiences of their activities and functions
- strengthen portfolio or resume with practical experience and projects
- develop professional/work culture
- broaden professional contacts and network
- develop entrepreneurship skills on related occupation

### **Activity:**

In this program the trainees will be placed in the real work of world under the direct supervision of related organization's supervisors. The trainees will perform occupation related daily routine work as per the rules and regulations of the organization. The trainees will work under the Food & Beverage Management (Food & Beverage Service Department and Food Production Department) and Accommodation Management (Front Office Department and Housekeeping Department). Major activities should be performed under these department are;

#### **Food and Beverage Service Department**

- maintain the standard hygiene and sanitation of F&B service department
- handle the food and beverage service equipment
- wash, wipe F&B equipment and stock in side board
- do mise- en- scene and mise-en-place
- handle the guest orders and serve food and beverage items
- understand the socialization of F & B department

### **Food Production Department**

- maintain the standard hygiene and sanitation of food production department
- handle the kitchen equipment
- perform basic mise - en - place for final preparation of dishes
- prepare the foundation of kitchen preparations
- understand the food production cycle and socialization
- prepare the basic food items as per the orders
- involve in foods presentation and dispatch

### **Housekeeping Department**

- maintain the cleanliness and aesthetic upkeep of hotel
- handle the cleaning materials and equipment
- prepare the bed and supply guest room and bath room supplies
- handle and control the room keys
- control the linen and uniform
- understand the socialization of housekeeping department

### **Front Office Department**

- keep the records of guests of hotel
- handle guests check-in
- handle guests check-out
- handle and control the room keys
- handle mail and message of guests as well as staffs
- handle the cash
- understand the socialization of front office department

### **Potential OJT Placement site:**

The nature of work in OJT is practical and potential OJT placement site should be as follows;

- Hotel/Resorts (tourist standard and above)

### **Requirements for Successful Completion of On the Job Training:**

For the successful completion of the OJT, the trainees should;

- submit daily attendance record approved by the concerned supervisor and minimum 144 working days attendance is required
- maintain daily diary with detail activities performed in OJT and submit it with supervisor's signature
- prepare and submit comprehensive final OJT completion report with attendance record and diary
- secured minimum 60% marks in each evaluation

**Complete OJT Plan:**

SN	Activities	Duration	Remarks
1	Orientation	2 days	Before OJT placement
2	Communicate to the OJT site	1 day	Before OJT placement
3	Actual work at the OJT site	24 weeks/144 days	During OJT period
4	First-term evaluation	one week (for all sites)	After 6 to 7 weeks of OJT start date
5	Mid-term evaluation	one week (for all sites)	After 15 to 16 weeks of OJT start date
6	Report to the parental organization	1 day	After OJT placement
7	Final report preparation	5 days	After OJT completion

- First and mid-term evaluation should be conducted by the institute.
- After completion of 6 months OJT period, trainees will be provided with one week period to review all the works and prepare a comprehensive final report.
- Evaluation will be made according to the marks at the following evaluation scheme but first and mid-term evaluation record will also be considered.

**Evaluation Scheme:**

Evaluation and marks distribution are as follows:

S.N	Activities	Who/Responsibility	Marks
1	OJT Evaluation (should be three evaluation in six months –one evaluation in every two months)	Supervisor of OJT provider	300
2	First and mid- term evaluation	The Training Institute	200
	<b>Total</b>		500

**Note:**

- Trainees must secure 60 percent marks in each evaluation to pass the course.
- If OJT placement is done in more than one institution, separate evaluation is required from all institutions.

**OJT Evaluation Criteria and Marks Distribution:**

- OJT implementation guideline will be prepared by the CTEVT. The detail OJT evaluation criteria and marks distribution will be incorporated in the guidelines.
- Representative of CTEVT, Regional offices and CTEVT constituted technical schools will conduct the monitoring & evaluation of OJT at any time during the OJT period.