

WHAT TO OBSERVE DURING TRAINING

Industrial Training

During your tenure as an Industrial Trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the Institute within one week of completion of training along with the Industrial Training Report. These Reports, Presentation & Viva will be the criteria for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of Presentation/Viva shall be announced after you report at Institute. Viva will be conducted by an external evaluator.

DESIRED: Reports should contain additional proformas, charts, brochures etc. The Cover page of the Report should contain your name, hotel, department & duration. Attach a copy of this WTO sheet at the beginning of your report.

Food & Beverage Service

BANQUETS

1. How to take a banquet booking
2. What is banquetting – the need to have banquet facilities, scope, purpose, menus and price structures
3. Types of banquet layouts
4. Types of banquet equipment, furniture and fixtures
5. Types of menus and promotional material maintained
6. Types of functions and services
7. Discounts given and subsequent data maintained
8. Guests comments and complaints
9. Importance of function prospectus and reservations register their usage
10. To study staffing i.e. number of service personnel required for various functions, scheduling of staff on daily basis, source of manpower
11. Liaisons maintained with excise people, liquor permit and guest control order
12. Safety practices built into departmental working
13. Cost control by reducing breakage, spoilage and pilferage
14. To study different promotional ideas carried out to maximize business
15. Types of chaffing dish used-their different makes and sizes
16. Par stock maintained (glasses, cutlery, crockery etc.)
17. Store room - stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover from the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station

6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Study of menu items and also have a brief idea about their mode of preparation, inputs used, preparation time, accompaniment and final appearances
10. Coordination with housekeeping for soil linen exchange
11. Physical inventory monthly of crockery, cutlery, linen etc.
12. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
13. Method of folding napkins
14. Note proprietary sauces, cutlery, crockery and other service accessories kept at the station
15. K.O.T. handling, check preparation, ordering and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Implications of short and over pouring
3. Types of glasses used in bar service and types of drinks served in each glass
4. Liaison with f& b controls for daily inventory
5. Spoilage and breakage procedures
6. Handling of empty bottles
7. Requisitioning procedures
8. Recipes of different cocktails and mixed drinks
9. Provisions of different types of garnish with different drinks
10. Processing of all guests' checks as per drinks served
11. Dry days and handling of customers during the same
12. Handling of complimentary drinks
13. Bar cleaning and closing
14. Guest relations and managing of drunk guests
15. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
16. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
17. To know the different brands of imported and local alcoholic and non-alcoholic beverages
18. Bar salesmanship
19. KOT/BOT control
20. Coordination with kitchen for warm snacks
21. Using of draught beer machine
22. Innovative drinks made by the bar tender

ROOM SERVICE

1. Identifying Room Service Equipment

2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedures
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

WHAT TO OBSERVE

F&B Production

There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as understand the department fully.

1. Area & Layout of the Kitchen
2. Study of Standard Purchase Specifications
3. Study of Standard Recipes
4. Indenting, Receiving & Storing
5. Checking the stock in the Walk-In cooler / freezer (deep)
6. Indenting of Butchery and grocery etc.
7. Preparing of batters, marinations and seasonings
8. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
9. Daily procedure of handover from shift to shift
10. Recipes and methods of preparation of all sauces
11. Quantities of preparation, weekly preparations and time scheduling
12. Stock preparation and cooking time involved
13. Cutting of all garnishes
14. Temperatures and proper usage of all equipment
15. Plate presentations for all room service and a la carte orders
16. Cleaning and proper upkeep of hot range
17. Cleanliness and proper upkeep of the kitchen area and all equipment
18. Storage of ice creams and other cold desserts
19. Yield of fresh juice from sweet lime / oranges
20. Filling of coffee, water, milk in the dispensers
21. Storage of different mise-en-place – (Raw, Semi-Processed)
22. Usage of wines, spirits-correct quantity and method of usage
23. Bulk preparations
24. Finishing of buffet dishes
25. Recipes of at least 10 fast moving dishes
26. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
27. Rechauffe / Leftover Cooking

WHAT TO LEARN IN FOOD PRODUCTION DEPARTMENT

- Kitchen
 - Satellite kitchens
 - Their sections
- Kitchen organization
 - Structure
 - Hierarchy
- Training schedule (in order of training sequence)
- For each kitchen
 - The F&B outlet it is serving
 - Kind of food/ menu prepared in that kitchen/ recipes
 - Breakup of the tasks performed in each section/ shift
 - Observations & recommendations
 - Equipment used – heavy duty, manufacturers, cost, etc.
 - Work procedures, interdepartmental
 - Records/ formats maintained – forms/ slips/ reports
 - Stores/ purchases/ receiving
 - Indent sheet/ issuing/ stock cards etc.
- Stores
- Purchases
- Receiving

Areas to be covered

- Main kitchen
- Garde Manger
- Butchery
- Bakery
- Restaurant kitchen/ Stores
- Layout of kitchens
- Brand names of equipment used

WHAT TO OBSERVE

Front Office

There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as understand the department fully.

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, vip 's etc
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer

8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Departure control
24. Percentage of no-shows to calculate safe over booking
25. Group and crew rooming, pre-preparation and procedures
26. Scanty baggage policy
27. Housekeeping discrepancy – investigation
28. Handling of room changes / rate amendments / date amendments / joiners / one person departure / allowances / paid outs and all formats accompanying them
29. Requisitioning of operating supplies
30. Handling of special situations pertaining to guest grievances, requests etc
31. BELL DESK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedures, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
32. TRAVEL DESK: coordination, booking, transfers etc.

WHAT TO OBSERVE

Housekeeping

There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as understand the department fully.

1. LINEN & UNIFORM

- a. Learn to identify the linen / uniform by category/size even when in fold
- b. Study the Pest Control procedure followed & learn how the linen/uniform is preserved against mildew
- c. Observe protection against dust
- d. Observe system & quantum of Linen Exchange with Laundry, Room, and Restaurants
- e. Note the discard procedure & observe the percentage of discard

- f. Observe procedure for exchange of uniforms and linen
- g. Note procedure followed for uniform/linen exchange after closing hours
- h. Note arrangement of linen/uniforms systematically in shelves/hangers.
- i. Understand the need & use of par stocks maintained
- j. Study total number and variety of items

2. ROOMS

- a. Number of rooms cleaned in a shift
- b. Time taken in making bed/toilet
- c. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
- d. Observe all guest supplies kept in guestroom and bathroom. Understand the procedure for procurement and replenishment of guest supplies
- e. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guests facilities e.g. telephone, channel music, A/C, T. V. etc
- f. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
- g. Observe how woodwork, brass work are kept spotlessly clean and polished
- h. Observe procedure for handling soiled linen & procurement of fresh linen
- i. Observe the procedure for Freshen up and Turn down service
- j. Observe room layout, color themes and furnishings used in various categories and types
- k. Carpet brushing and vacuum cleaning procedure
- l. Windowpanes and glass cleaning procedure and frequency
- m. Observe maintenance of cleanliness in the corridors and other Public areas on the floors
- n. Understand policy and procedure for day-to-day cleaning
- o. Observe methods of stain removal
- p. Understand the room attendant's checklist and other formats used
- q. Observe handling of guest laundry & other services (like shoe shine etc.)

3. THE CONTROL DESK

- a. Maintenance of Log Book
- b. Understand the functions in different shifts
- c. Observe the coordination with other departments
- d. Observe the area & span of control
- e. Observe the handling of work during peak hours
- f. Observe the formats used by the department and study various records maintained

4. PUBLIC AREA

- a. Observe the duty and staff allocation, scheduling of work and daily briefing
- b. What to look for while inspecting and checking Public Area
- c. Importance of Banquets function prospectus
- d. Observes tasks carried out by the carpet crew, window cleaners and polishers

- e. Note Maintenance Order procedure
- f. Study the fire prevention and safety systems built into the department
- g. Observe coordination with Lobby Manager, Security and other departments
- h. Observe the pest control procedure and its frequency
- i. Study the equipment and operating supplies used the procedure for its procurement
- j. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE

Human Resource Development & Administration

1. Observe the layout of the department, location in the Hotel and accessibility
2. Mission Statement of the Organisation
3. Observes the various functions carried out by the Department
4. Policies & Procedures of the Department
5. Organisation Chart of the hotel and hierarchy of the department
6. What are the various Departmental filing & how records are maintained
7. Recruitment & Selection Process
8. Sources of recruitment
9. Any specific/specialized testing or interview during recruitment
10. Attendance & Leave system of the hotel
11. Various Statutory compliances (PF, ESI, Insurance etc.)
12. Wage & Salary Administration (CTC, taxes applicable etc.)
13. Hotel Manning guide & Employee Handbook
14. Employee benefits, facilities for employees & recognition programmes
15. Performance Appraisal system & Job evaluation Techniques
16. Disciplinary procedures
17. Employee Training, Induction & development
18. A brief insight into Trade Unions & Industrial Relations
19. Management of Grievances