

CURRICULUM

FOR THE TRADE OF

STEWARD

UNDER

APPRENTICESHIP TRAINING SCHEME



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

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2. Hotel Revival Lords Inn, Vadodara, Gujarat
3. Gujarat Institute of Hotel Management
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2. BACKGROUND

2.1 Apprenticeship Training Scheme under Apprentice Act 1961

The Apprentices Act, 1961 was enacted with the objective of regulating the programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate (ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are four categories of apprentices namely; **trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of **trade apprentices** vary from trade to trade. The apprenticeship training for trade apprentices consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department of Education, Ministry of Human Resource Development.

2.2 Changes in Industrial Scenario

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

2.3 Reformation

The Apprentices Act, 1961 has been amended and brought into effect from 22nd December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.

- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.
- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.

3. RATIONALE

(Need for Apprenticeship in Steward Trade)

1. It will help the trainees to understand hotel organization, duties, responsibilities and services of food & beverage department.
2. It will enhance the ability to draw various crockery items and hygienic handling of special equipment used in Restaurants and Bar.
3. It will enhance the ability to offer superior guest service, ensuring company/department standards are followed, ensuring proper operation of equipment and promptly repair/replacement is undertaken as required.
4. It will help the trainees to know Indian and western terminologies used in Restaurants and Bar.
5. It will help the trainees to know the basic methods of cooking food, various arrangements and its presentation to the guests.
6. It will enhance the ability to maintain a clean environment, supervising and reviewing banquet facility setup.
7. It will enhance the ability to assist guests who are checking in or out of the hotel, oversee preparations for events and perform other duties as needed.
8. It will help trainees to learn various customer services, traditional culture and problem-solving skills.
9. It will help trainees to learn effective communication skills, customer relation management, social ethics, food safety and hygienic habits.

4. JOB ROLES: REFERENCE NCO

Brief description of Job roles:

Waiter; 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 customer's orders from Pantryman 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 STEWARD (dining room) if employed in serving food in dining rooms and LOUNGE WAITER if engaged for serving beverages and snacks in lounge.

Reference NCO: 5123.40

5. GENERAL INFORMATION

1. **Name of the Trade** : **Steward**
2. **N.C.O. Code No.** : **5123.40**
3. **Duration of Apprenticeship Training (Basic Training + Practical Training):**15
Months

3.1 For Fresher's:- Duration of Basic Training: -

Block –I: 3 months

Total duration of Basic Training: 3 months

Duration of Practical Training (On -job Training): -

Block–I: 12 months

Total duration of Practical Training: 12 months

3.2 For ITI Passed: - Duration of Basic Training: - NIL

Duration of Practical Training (On -job Training): 12 months

4. **Entry Qualification** : Passed 10th class examination under 10+2 system of education

5.**Selection of Apprentices:** The apprentices will be selected as per Apprentices Act amended time to time.

- 6.**Rebate for ITI passed trainees** : i) 3 months in the trade of Catering and Hospitality Management
ii) 3 months in the trade of Food& Beverages ServiceAssistant

Note: Industry may impart training as per above time schedule, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspect is compromised and duration of industry training to be remain as 1 year.

6. COURSE STRUCTURE

Training duration details: -

Time (in months)	1-3	4-15
Basic Training	Block- I	-----
Practical Training (On - job training)	----	Block - I

Components of Training	Duration of Training in Months														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Basic Training Block - I															
Practical Training Block - I															

7. SYLLABUS
7.1 BASIC TRAINING
(BLOCK – I)
DURATION: 03MONTHS

GENERAL INFORMATION

- 1) **Name of the Trade** : **Steward**
- 2) **Hours of Instruction** : 500Hrs.
- 3) **Batch size** : 20
- 4) **Power Norms** : 8 KW for Workshop
- 5) **Space Norms** : 48 Sq.m.
- 6) **Examination** : The internal assessment will be held on completion of the Block.
- 7) **Instructor Qualification** :

1. Degree in Hotel Management / Catering Technology with one years experience in the relevant field OR
2. Diploma in Hotel Management / Catering Technology with two years experience in the relevant field. OR
3. NTC/NAC in the trade with three years experience in the relevant field.

Desirable Qualification:

Preference will be given to a candidate with Craft Instructor Certificate (CIC).

4. **Tools, Equipments & Machinery required** : - As per Annexure – I

7.1 DETAILSYLLABUS OF BASIC TRAINING

7.1.1DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

Block –I

Basic Training

Week No.	Professional Skills	Professional Knowledge
1	To make acquaintance with Restaurant/ Pantry/Still Room/ Bar equipments.	<ul style="list-style-type: none"> a)Introduction to the Food Industry in India. b)Sectors of Food service Industry. c)Types of Food Service operation. d)Variable in Food Service operation. e)Types of Restaurants & their characteristics. f) Environmental Factors Influencing Food Service operation. , g)Employment opportunities.
2	Hygienic handling of cutlery,crockery, glassware-and Trays. Laying & Relaying of table clothduring and before meals.	<ul style="list-style-type: none"> a)Functions of Food & Beverage Department b)Organization of Food & Beverage department c)Duties & Responsibilities of Food & Beverage personnel. d)Organization of Main Kitchen. e)Organization of Kitchen stewarding department. f) Purchase a Store department. g)Restaurant organization. h)Banquet organization. i) Room service organization. j) Bar organization. k)Attributes of Food a Beverage service personnel's.
3	Correct handing & practices ofservice spoon & service Fork.	Styles of Food Services. <ul style="list-style-type: none"> a)Waiter Service. b)Self Service. c)Assisted. Service.
4	Styles of Services placing plates &dishes, Silver & Pre plated servicemethod & techniques.	<ul style="list-style-type: none"> a)Intra - department Relationship. b)Inter - department Relationship.
5	Serving & clearing of a meal. Familiarization with French names ofvegetables, Fruits, cutleries, rockeries, glassware & Miscellaneous items.	<ul style="list-style-type: none"> a)Origin of Menu. b)Function of Menu. c)Types of Menu. d)French classical Courses. e)French & Culinary terms.

6	Practice Of servicecommunicationskills, customerrelation,management, Social ethics, grooming & hygienichobbits.	Interpersonal Skills. Spillage of Food on the table. a) Customer knocks over a glass accidentally. b) Return Food. c) Lost property. d) Illness. e) Over consumption of Alcohol. f) Dealing with children. g) Blind & partially sighted customers. h) Customers with communication difficulties. Customer Mobility.
7	a) Rules to be observed while waiting at the table. b) Sequence of services.	a) Mise- en scene. b) Mise -en place. c) i) Lounge, ii) Restaurant, iii) Still Room, iv) Pantry, v) Hot Plate. d) Laying procedures in a Restaurant prior to Guest arrival. e) Laying procedure during service.
8	Receiving Et seating the guest, presenting menus cards & taking order from guest & writing of K.O.T.	Break Fast- a) Types of Break Fast. b) Cover for various Break Fast. c) Service of Break Fast.
	Passing the order to the Kitchen of Pick-up. Service of Tea & Coffee.	Brunch Et afternoon Tea. a) Introduction b) Brunch c) Afternoon Tea d) Sequence of full afternoon Tea
9	Cover Lay out for different types of Breakfast & their service (Restaurant/Room Service)	Room Service. a) Introduction b) Room service equipment c) Room service procedures.
	Making & Presentation of Bills. Organizing Parties & functions, Buffets & Banquets	Order Taking & Billing Methods. a) Introduction b) Checking system in food service. c) Methods of Taking Food orders. d) Computerized System.
	a) Indian & Chinese food service procedure and service methods. b) Booking special occasion/function, and organizing it.	Function Catering. a) Introduction b) Banquets c) Types of Function. d) Types of Buffet e) Function equipments f) Function prospectors
10	Wine Service-Taking the	Food and wine harmony.

	order, presenting -the bottle opening of cork a service of Red, Ooze, While a Sparkling wines.	
11	Service of Bar	Beer: - a) Introduction b) Strength of beer c) Types of beer d) Faults in beer e) Storage of beer f) Beer brands g) Service of wine
	Service of spirits & Liquors.	Introduction to Spirit and Liquors:- a) Gin/vodka/Brandy/Rum/Whisky/other spirits. b) Liqueurs, Brands flavor, country of origin. c) Service of Spirit's.
	Laying & Service of Banquets.	Cocktails Et Mock tails. a) Introduction b) Components of Cocktail. c) Method of mocking Cocktail. d) Points to note while mocking cocktails a Mock tails e) Receipts of famous cocktails.
12	Knowledge of statutory compliance particular to trade requirement.	Awareness of terrorism threats conducting mock drill.
13.	Internal Assessment 03days	

7.1.2EMPLOYABILITY SKILLS

GENERAL INFORMATION

- 1) **Name of the subject** : **EMPLOYABILITY SKILLS**
- 2) **Applicability** : **ATS- Mandatory for fresher only**
- 3) **Hours of Instruction** : **110Hrs.**
- 4) **Examination** : **The examination will be held at the end of two years Training by NCVT.**
- 5) **Instructor Qualification** :

i)MBA/BBA with two years experience or graduate in sociology/social welfare/Economics with two years experience and trained in Employability skill from DGET Institute.

And

Must have studied in English/Communication Skill and Basic Computer at 12th /diploma level

OR

ii) Existing Social Study Instructor duly trained in Employability Skill from DGET Institute.

7.1.2.1 SYLLABUS OF EMPLOYABILITY SKILLS

A. Block – I Basic Training

Topic No.	Topic	Duration (in hours)
	English Literacy	15
1	Pronunciation : Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
2	Functional Grammar Transformation of sentences, Voice change, Change of tense, Spellings.	
3	Reading Reading and understanding simple sentences about self, work and environment	
4	Writing Construction of simple sentences Writing simple English	
5	Speaking / Spoken English Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.	
	I.T. Literacy	15
1	Basics of Computer Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
2	Computer Operating System Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.	
3	Word processing and Worksheet Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets	
4.	Computer Networking and INTERNET Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page	

	and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.	
	Communication Skill	25
1	Introduction to Communication Skills Communication and its importance Principles of Effective communication Types of communication - verbal, non verbal, written, email, talking on phone. Non verbal communication -characteristics, components-Para-language Body - language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort. Case study/Exercise	
2	Listening Skills Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.	
3	Motivational Training Characteristics Essential to Achieving Success The Power of Positive Attitude Self awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning. Case study/Exercise	
4	Facing Interviews Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview	
5	Behavioral Skills Organizational Behavior Problem Solving Confidence Building Attitude Decision making Case study/Exercise	
	Entrepreneurship skill	15
1	Concept of Entrepreneurship Entrepreneurship- Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.	

2	Project Preparation & Marketing analysis Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.	
3	Institutions Support Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes& procedure & the available scheme.	
4	Investment Procurement Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
	Productivity	10
1	Productivity Definition, Necessity, Meaning of GDP.	
2	Affecting Factors Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3	Comparison with developed countries Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
4	Personal Finance Management Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
	Occupational Safety, Health & Environment Education	15
1	Safety & Health Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2	Occupational Hazards Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	
3	Accident & safety Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	First Aid Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	
5	Basic Provisions Idea of basic provision of safety, health, welfare under legislation of India.	
6	Ecosystem Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	Pollution Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
8	Energy Conservation Conservation of Energy, re-use and recycle.	

9	Global warming Global warming, climate change and Ozone layer depletion.	
10	Ground Water Hydrological cycle, ground and surface water, Conservation and Harvesting of water	
11	Environment Right attitude towards environment, Maintenance of in -house environment	
	Labour Welfare Legislation	5
1	Welfare Acts Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.	
	Quality Tools	10
1	Quality Consciousness : Meaning of quality, Quality Characteristic	
2	Quality Circles : Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.	
3	Quality Management System : Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	House Keeping : Purpose of Housekeeping, Practice of good Housekeeping.	
5	Quality Tools Basic quality tools with a few examples	

7.2 PRACTICAL TRAINING (ON-JOB TRAINING)
(BLOCK – I)
DURATION: 12MONTHS

GENERAL INFORMATION

- 1) **Name of the Trade** : **Steward**
- 2) **Batch size** : a) Apprentice selection as per Apprenticeship Guidelines
b) Maximum 20 candidates
- 3) **Examination** : i) The internal assessment will be held on completion of the block
ii) NCVT exam will be conducted at the end of Apprenticeship Training
- 4) **Instructor Qualification** :

1. Degree in Hotel Management / Catering Technology with one years experience in the relevant field. OR
2. Diploma in Hotel Management / Catering Technology with two years experience in the relevant field. OR
3. NTC/NAC in the trade with three years experience in the relevant field.

Desirable Qualification:

Preference will be given to a candidate with Craft Instructor Certificate (CIC).

- 5) **Infrastructure for On-Job Training** : - As per Annexure – II

7.2.1 BROAD SKILL COMPONENT TO BE COVERED DURING ON-JOB TRAINING

BLOCK – I

1. Safety and best practices (5S, KAIZEN etc.)
2. Record keeping and documentation

DURATION: 12MONTHS (52WEEKS)	
SL NO	LIST OF PRACTICAL SKILLS TO BE COVERED DURING ON JOB TRAINING
1	Receiving the guest presenting the menu taking the order for kitchen & bar.
2	Different types of service for different meals from taking the order to seeing the guest off.
3	Service of appetizers from the trolleys, salads, desserts etc.
4	Service of wine - carrying & placing of glasses-presenting the wine -removing the cork. Use of cradle and decanters etc.
5	Service of beers — draught, bottled, canned.
6	Service of spirits and liqueurs.
7	Service of non-alcoholic beverages.
8	Service of breakfast (Continents 1/English Median etc).
9	Preparation of sideboards - Ala carte & Table d’hote.
10	Order in which guests are served for formal and informal dinner.
11	Guerdon preparations - service.
12	Preparation of roster and seating plane etc.
13	Menu planning for different occasions.
14	Complaint handling.
15	To be aware what to do in case of unexpected situations like terrorism attacks or any

8. ASSESSMENT STANDARD

8.1 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 assessment. Due consideration to be given while assessing for team work, avoidance/reduction of scrape/wastage and disposal of scarp/wastage as per procedure, behavioral attitude and regularity in training.

The following marking pattern to be adopted while assessing:

a)Weightage in the range of 60-75% to be allotted during assessment under following performance level:

For this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- many tolerances while undertaking different work are in line with those demanded by the component/job.
- a fairly good level of neatness and consistency in the finish
- occasional support in completing the project/job.

b)Weightage in the range of above75%- 90% to be allotted during assessment under following performance level:

For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- the majority of tolerances while undertaking different work are in line with those demanded by the component/job.
- a good level of neatness and consistency in the finish
- little support in completing the project/job

c)Weightage in the range of above 90% to be allotted during assessment under following performance level:

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.

In this work there is evidence of:

- high skill levels in the use of hand tools, machine tools and workshop equipment
- tolerances while undertaking different work being substantially in line with those demanded by the component/job.
- a high level of neatness and consistency in the finish.
- minimal or no support in completing the project

8.2 FINAL ASSESSMENT- ALL INDIA TRADE TEST(SUMMATIVE ASSESSMENT)

SUBJECTS	Marks	Sessional Marks	Full Marks	Pass Marks	Duration of Exam.
Practical	300	100	400	240	08 hrs.
Trade Theory	100	20	120	48	3 hrs.
Employability Skill	50		50	17	2 hrs.
Grand Total	450	120	570	-	

Note: - The candidate pass in each subject conducted under all India trade test.

9. FURTHER LEARNING PATHWAYS

Employment opportunities:

On successful completion of this course, the candidates shall be gainfully employed in the following industries:

1. Hotel industries
2. Airlines industries
3. Hospitality sectors
4. Tourism

TOOLS & EQUIPMENT FOR BASIC TRAINING**INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL
KNOWLEDGE****TRADE:STEWARD****LIST OF TOOLS & EQUIPMENTS FOR 20 APPRENTICES**

SI. No.	Name of The Equipments	Quantity
1.	Display Unit	01 no.
2.	Refrigerator (Minimum 165 ltr)	01 no.
3.	Bain Marie	01 no.
4.	Side Boards	04 nos.
5.	Storage cup Boards	02 nos.
6.	Glass Ricks	04 nos.
7.	Sample preparation Trolley	01 no.
8.	Electric Geyser	01 no.
9.	Micro oven	01 no.
10.	Moulton	06 nos.
11.	Tea Urn	01 no.
12.	Cooking Range Fair Burner	01 no.
13.	Trainee Lockers	As required
14.	Computer with Printer	01 no.
15.	Restaurant Demo Software	01 no.
16.	Rolling white Board	01 no.
17.	Table & Chair	20 nos.
18.	Instructor cup board, Table & Chair	01 each.
19.	Trays	06 nos.
20.	Round salvers	06 nos.
21.	Table Accompaniments	06 each
22.	Water Jug	06 nos.
23.	Chopping Board.	01 no.
24.	Wine Stand	01 no.
25.	Frills	06 nos.
26.	Wine Opener	02 nos.
27.	Culling Knife	01 no.
28.	Crockery & Cutlery	As required
29.	Tea Pot & Coffee Pot (Silver)	As required

Note: In case of basic training setup by the industry the tools, equipment and machinery available in the industry may also be used for imparting basic training.

ANNEXURE – II

INFRASTRUCTURE FOR ON-JOB TRAINING

TRADE: STEWARD

For Batch of 20 APPRENTICES

Actual training will depend on the existing facilities available in the establishments. However, the industry should ensure that the broad skills defined against On-Job Training part (i.e. 12 months) are imparted. In case of any short fall the concern industry may impart the training in cluster mode/ any other industry/ at ITI.

GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following some method of delivery may be adopted:

- A) LECTURE
- B) LESSON
- C) DEMONSTRATION
- D) PRACTICE
- E) GROUP DISCUSSION
- F) DISCUSSION WITH PEER GROUP
- G) PROJECT WORK
- H) INDUSTRIAL VISIT

2. Maximum utilization of latest form of training viz., audio visual aids, integration of IT, etc. may be adopted.

3. The total hours to be devoted against each topic may be decided with due diligence to safety & with prioritizing transfer of required skills.