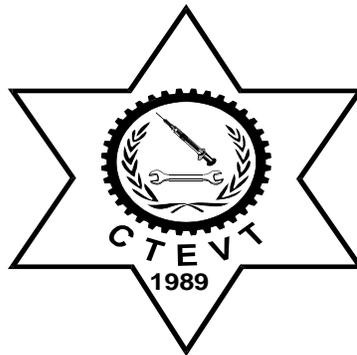


# Curriculum

## Waiter/Waitress

*(Short Term Competency Based Curriculum)*



Council for Technical Education and Vocational Education  
**Curriculum Development Division**  
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## **Introduction:**

This curriculum has been developed with a special purpose of preparing middle level technical workforce equipped with skills, knowledge and attitudes necessary to work as waiter/waitress in order to meet the demand of such workforce in the country and abroad. The technical skills incorporated in this curriculum come from the experts who have already worked or have been working as waiter/waitress. Its contents are organized in the form of modules.

This curriculum provides skills and knowledge necessary for being a waiter/waitress. There will be both demonstration by trainers/instructors and opportunity by trainees to carry out the skills/tasks necessary for this level. Trainees will practice and learn skills by using typical tools, materials and equipment necessary for this curricular program. There are nine modules altogether in this course. The first module familiarize the trainees with Food & Beverage Service; Module two deals with the Communication Skills necessary for the profession; module three relates the trainees to Mise-en-scene & Mise-en- place; module four trains them on Cover Layout and Napkins Folding techniques; module five deals with the Hosting & Order Taking skills; module six relates them with the Food and Beverage Service; module seven deals with the Bill Settling and Closing; module eight trains them on the skill of running and developing small Enterprise and module nine sensitize the students on gender equality and social inclusion. This curriculum emphasizes on competent performance of the task specified in it. 80% time is allotted to the competencies and 20% to the related technical knowledge.

## **Aims:**

The aims of this curriculum are:

- To produce middle level food and beverage service personnel for hospitality industries.
- To produce such technical workforce who will be able to create an enterprise.

## **Objectives:**

After the completion of this training program, the trainees will be able:

- To familiarize with the Service to be carried out by a waiter or waitress
- To perform Mise-en-séance & Mise-en- place to be carried out by a waiter or waitress
- To provide services to be carried out by a waiter or waitress
- To perform hygienic sanitation and briefing activities to be carried out by a waiter or waitress
- To perform cover layout and napkins folding activities to be carried out by a waiter or waitress
- To perform hosting & order taking activities to be carried out by a waiter or waitress
- To perform food and beverage services to be carried out by a waiter or waitress
- To perform bill settling and closing activities to be carried out by a waiter or waitress
- To get employment within and outside the country
- To operate their own hotel/restaurant/bar as small enterprise

## **Duration:**

The total duration of this curricular program will be 3 months (390 hours) including OJT.

## **Group size:**

Maximum 20 person in a group

### **Pattern of attendance:**

The trainees should have at least 90% attendance in both theory and practical (Performance) to be eligible for certification.

### **Entry Requirement:**

Individuals who meet the following requirement will be allowed to enter in this curricular program:

- NSTB skill test level I completed or three years' experience on related occupation
- Physically and mentally sound
- Age : Above 16 years

### **Certification:**

The related training institute will provide the certificate of “**Waiter/Waitress**” to those individuals who successfully complete all the tasks with their related technical knowledge including OJT specified in this curriculum.

### **Student Evaluation:**

- Continuous evaluation of the trainees' performance is done by the related instructor/trainer to ensure the proficiency over each competency.
- Related technical knowledge learnt by the trainees will be evaluated through written or oral tests as per the nature of the content

### **Trainers' Qualification:**

- Bachelors in Hotel Management or Diploma in Hotel Management with 3 year's experiences.
- Good communicative & instructional skills.

### **Trainer – Trainees Ratio:**

- 1:10 for practical classes
- Depends on the nature of subject matter and class room situation for theory classes.

### **Medium of Instruction:**

The medium of instruction for this training program will be Nepali or English.

### **Provision of Skill Test:**

Those individuals who successfully complete all the tasks with their related technical knowledge including OJT specified in this curriculum can sit in skill test Level 2 after fulfilling the requirements of NSTB.

## Suggestions for Training

### **Demonstrate task performance**

- Demonstrate task performance in normal speed with verbal description of each and every steps in the sequence of activity flow of the task performance using question and answer techniques
- Repeat the above step for the clarification on trainees demand if necessary.
- Perform fast demonstration of the task performance.

### **Provide trainees the opportunity to practice the task performance demonstrated.**

- Provide trainees to have guided practice:- create environment for practicing the demonstrated task performance and guide the trainees in each and every step of task performance
- Provide trainees the opportunity to repeat & re-repeat as per the need to be proficient on the given task performance
- Switch to another task demonstration if and only if the trainees developed proficiency in the given task performance

## Course structure

S. N.	Modules	Nature	Time		
			Theory	Practical	Total
1.	Introduction to Food & Beverage Service	T	20	0	20
2.	Communication Skills	T+P	8	20	28
3.	Mise-en-scene & Mise-en- place	T+P	6	22	28
4.	Cover Layout and Napkins Folding	T+P	8	40	48
5.	Hosting & Order Taking	T+P	4	14	18
6.	Food and Beverage Service	T+P	14	56	70
7.	Bill Settling and Closing	T+P	6	16	22
8.	Entrepreneurship Development	T+P	18	22	40
9	Gender Equality and Social Inclusion	T+P	6	10	16
	<b>Sub Total</b>		<b>90</b>	<b>200</b>	<b>290</b>
<b>10</b>	<b>OJT</b>			<b>100</b>	<b>100</b>
	<b>Total:</b>		<b>90</b>	<b>300</b>	<b>390</b>

# **Modules**

Module 1: Introduction to Food & Beverage Service

Module 2: Communication Skill

Module 3: Mise-en-scène & Mise-en- place

Module 4: Cover Layout and Napkins Folding

Module 5: Hosting & Order Taking

Module 6: Food and Beverage Service

Module 7: Bill Settling and Closing

Module 8: Entrepreneurship Development

Module 9: Gender Equality and Social Inclusion

## Module 1: Introduction to Food & Beverage Service

**Time: 20 hours theory + 0 hours practical = 20 hours**

### **Description:**

It consists of the theory related interlocutory part of food and beverage service. Under this module there is knowledge related theory part of food and services industry necessary to be known by a senior waiter or waitress.

### **Objectives:**

After its completion the trainees will be able to:

- familiarize with the tourism and hospitality industries
- familiarize with food & beverage service departments, outlets, personnel
- familiarize with food & beverage service techniques and practice
- maintain personal, restaurant and food hygiene

### **Contents:**

To meet these objectives trainees are expected to get basic concept about the following elements:

- 1 Tourism (Introduction, importance, history)
- 2 Hospitality (Introduction, importance, history)
- 3 Introduction to catering industry
- 4 Hotel and types
- 5 Department of hotels
- 6 F & B service departments
- 7 F & B outlets
- 8 Attributes of F & B staff
- 9 Duties and responsibilities of f & b personnel
- 10 Inter departmental coordination
- 11 Terms and terminologies used in food and beverage service
- 12 Opening and closing of restaurant
- 13 Hazard Analysis Critical Control Point (HACCP)
  - Introduction
  - Important
  - Principles and steps
- 14 Personal Hygiene & grooming
- 15 Restaurant Cleaning procedure
- 16 Food hygiene maintain on perishable and non-perishable goods
- 17 FIFO Rules
- 18 Tag System
- 19 Store (dry, frozen & cold/chiller)
- 20 Food Poisoning (Introduction, causes, symptoms & prevention)
- 21 Unit conversion
- 22 Food presentation
- 23 Meal (types, time)

- 24 Menu (definition, importance, types)
- 25 Service (definition, types)
- 26 Cover layout (types, sketch)
- 27 Service sequence
- 28 Beverage & tobacco (Introduction, Types, Service)
- 29 Forms and formats used in f & b department
- 30 Identification, types, size & uses of following
  - Furniture
  - Hollowware
  - Cutleries
  - Crockery
  - Glassware
  - Linen
- 31 Standard portion size of food and beverage
- 32 Food and beverage temperature
- 33 Garnish & accompaniment

## Module 2: Communication Skill

**Time: 8 hours theory + 18 hours practical = 26 hours**

### **Description:**

It consists of the skills and knowledge related to performing communication skills. Under this module there are tasks related to handling, briefing and reporting skills necessary to be performed by a waiter/waitress. Each task structure consists of related task steps, terminal performance objective, and minimum technical knowledge necessary to perform that task.

### **Objectives:**

After its completion the trainees will be able to:

- 1 Greet and welcome the guest.
- 2 Perform briefing.
- 3 Brief about menu.
- 4 Handle the F& B complain.
- 5 Farewell the Guest.
- 6 Communicate with coordinating department.
- 7 Perform reporting.

### **Tasks:**

To meet these objectives trainees are expected to get proficiency on the following tasks:

- 1 Greet and welcome the guest.
- 2 Perform briefing.
- 3 Brief about menu.
- 4 Handle the F& B complain.
- 5 Farewell the Guest.
- 6 Communicate with coordinating department.
- 7 Perform reporting.

# Task Analysis

**Time: 4 hrs**  
**Theory: 1 hrs**  
**Practical: 3 hrs**

## Task 1: Greet and welcome the guest

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Check and ensure the grooming standard according to establishment.</li> <li>3. Greet the guest by using suitable terminology as per time.</li> <li>4. Welcome the guest in polite language and smiling face</li> <li>5. Receive the guest and take them in their assign seat.</li> </ol> <p>Note: Each students should practice for greeting and welcoming the guest in simulation condition.</p>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Simulation condition</li> </ul> <p><b><u>Task (What):</u></b></p> <p>Greet and welcome the guest</p> <p><b><u>Standard (How well):</u></b></p> <p>Each team members should be well groomed and able to greet and welcome the guest properly.</p>	<ul style="list-style-type: none"> <li>• Terms and terminologies used for greeting and welcoming.</li> <li>• Greeting and welcoming procedures</li> <li>• Precaution for greeting and welcoming</li> </ul>

Required tools/equipment: Log book, pen & pencil, menu

Safety: proper & accurate information must be shared to team in order to avoid guest complaint.

# Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

## Task 2: Perform briefing

Steps	Terminal performance objective	Related technical knowledge
6. Receive instruction 7. Gather complete team in the briefing area 8. Check and ensure the grooming standard according to establishment. 9. Inform about reservation status, arrival of VIPs and current & upcoming activities. 10. Inform about dish of the day and unavailable food and beverage 11. Discuss about the guest complaints and expectations 12. Brief about the sales of previous shift and the sales target 13. Assign duty and task of staff for the day.	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• On the presence of all shift staff</li> <li>• Before, during and after operating shift</li> </ul> <p><b><u>Task (What):</u></b></p> <p>Perform <b>briefing</b></p> <p><b><u>Standard (How well):</u></b></p> <p>Each team members should be well groomed and understood every aspect to perform shift efficiently</p>	<p><b><u>Briefing</u></b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Importance</li> <li>• Conditions</li> <li>• Sales report, target and progress</li> <li>• Guest complaints and handling procedure</li> <li>• Reservation status</li> <li>• Maintain the log book</li> <li>• Menu</li> <li>• Current and up-coming activities</li> </ul>

Required tools/equipment: Log book, pen & pencil, menu

Safety: proper & accurate information must be shared to team in order to avoid guest complaint.

## Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

### Task 3: Brief about menu

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Collect &amp; gather the menu.</li> <li>3. Read, understand &amp; confirm them well from chef.</li> <li>4. Brief about menu or dish of the day.</li> <li>5. Brief about characteristic, accompaniment of the dish as well.</li> <li>6. Brief about critical, non-available dish for the day</li> <li>7. Brief about the promotional schemes related to the menu.</li> <li>8. Ask question &amp; follow up for understanding.</li> <li>9. Keep records.</li> </ol> <p><i>Note: Each students should brief about the menu in simulation condition.</i></p>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• In the restaurant</li> <li>• Team gathered in briefing</li> <li>• Special and newly prepared menu for occasion / event</li> </ul> <p><b><u>Task (What):</u></b> Brief about menu</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Every member of team knows about menu.</li> <li>• Able to understand and brief well about the menu.</li> </ul>	<p><b><u>Menu</u></b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Meal characteristic</li> <li>• Menu construction</li> <li>• Following precaution</li> </ul>

Required tools/equipment: menu, log book, pen.

Safety: Be aware the allergic effect of foods.

## Task Analysis

**Time: 6 hrs**  
**Theory: 1 hrs**  
**Practical: 5 hrs**

### Task 4: Handle the F& B complain

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Listen to the guest carefully &amp; attentively.</li> <li>3. Do not attempt to interrupt &amp; excuse.</li> <li>4. Note down the complain to show the courtesy including guest name &amp; contact number</li> <li>5. Apologize to the guest for mistake which had happened.</li> <li>6. Show concerned &amp; Never blamed to others.</li> <li>7. Look &amp; search for solution &amp; by taking ownership.</li> <li>8. Satisfy the guest &amp; add value.</li> <li>9. Follow up the guest.</li> <li>10. Thanks to the guest for giving an opportunity to improve our service</li> </ol> <p><i>Note: Each students should practice for complain handling in simulation condition.</i></p>	<p><b><u>Condition (Given):</u></b></p> <p>Restaurant situation with guest and waiter/ess</p> <p><b><u>Task (What):</u></b></p> <p>Handle the F&amp;B complain</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps properly.</li> <li>• Satisfied guest</li> </ul>	<p><b><u>Handle the f &amp; b complain:</u></b></p> <ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. Importance</li> <li>3. Types and nature of complains</li> <li>4. Knowledge about product &amp; Self confident</li> <li>5. Process of complain handling</li> <li>6. Types of costumer and complain.</li> </ol>

**Required tools/equipment:** Pen, note pad.

**Safety:** Don't take any liability if guest try to complain about food borne illness, food allergy.

# Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

## Task 5: Farewell the guest

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Check and ensure the grooming standard according to establishment.</li> <li>3. Farewell the guest by using suitable terminology as per time.</li> <li>4. Ask for feedback.</li> <li>5. Assist the guest to leave the chair and collect their personal belonging.</li> <li>6. Request them to come again and again.</li> </ol> <p><i>Note: Each students should practice for farewell the guest in simulation condition.</i></p>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Simulation condition</li> </ul> <p><b><u>Task (What):</u></b></p> <p>Farewell the guest</p> <p><b><u>Standard (How well):</u></b></p> <p>Farewell the guest properly.</p>	<ul style="list-style-type: none"> <li>• Terms and terminologies used for Farewell.</li> <li>• Farewell procedures</li> <li>• Precaution for farewell</li> </ul>

Required tools/equipment: Log book, pen & pencil, menu

Safety: proper & accurate information must be shared to team in order to avoid guest complaint.

## Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

### Task 6: Communicate with coordinating department

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Collect &amp; gather all information &amp; feedback of the hotel or restaurant.</li> <li>3. Communicate with kitchen for unavailable dishes and special dish of a day.</li> <li>4. Lost &amp; found must be properly documented then deposit to security office or lost and found section.</li> <li>5. Any accident &amp; injuries incident should be documented &amp; informed to company's doctor.</li> <li>6. Any Violence issue, Fire &amp; emergency incident should be properly documented &amp; informed to security office.</li> <li>7. Issue about foreign currency exchange should be documented &amp; also informed to account department</li> <li>8. Audio visual, projector, sound &amp; eclectic issues should be informed to engineering department.</li> <li>9. Dusting, cleaning issues are to be communicated with housekeeping department.</li> <li>10. Attain short briefing at closing time.</li> <li>11. Communicate with store for requisition issues and inventory.</li> <li>12. Communicate &amp; share to team though restaurant log book &amp; notice board if applicable.</li> <li>13. Keep records in file.</li> </ol>	<p><b><u>Condition (Given):</u></b> Hotel restaurant with internal coordinating department</p> <p><b><u>Task (What):</u></b> Communicate with internal coordinating department</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Communicated &amp; responded on time.</li> <li>• Coordinated with respected on time as required.</li> <li>• Properly documented Mentioning with name, time &amp; department.</li> <li>• Performed formally with good manner.</li> </ul>	<p><b><u>Communicate with coordinating department</u></b></p> <ul style="list-style-type: none"> <li>• Introduction.</li> <li>• Orientation &amp; guidance of internal &amp; external depart.</li> <li>• Good communication skill</li> <li>• Log book writing skill.</li> <li>• Confident.</li> <li>• Log book maintain.</li> <li>• Keep records in file.</li> </ul>

Required tools/equipment: - pen, writing pad, computer & telephone.

Safety:- Coordination should be done on time with concern person Or as soon as possible to the related department .

## Task Analysis

**Time: 6 hrs**  
**Theory: 2 hrs**  
**Practical: 4 hrs**

### Task 7: Perform Reporting

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction.</li> <li>2. Collect and prepare the reporting documents.</li> <li>3. Ensure the reports are accurate and correct in order.</li> <li>4. Take permission or approve the report from senior staff or manager.</li> <li>5. Compile and separate the report as per reporting person, type and time.</li> <li>6. Highlight the valid reason</li> <li>7. If necessary ,fill the forms and format</li> <li>8. Deliver the report on time.</li> <li>9. Follow up with concern person and department.</li> <li>10. Keep record</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>In the Hotel or Restaurant</p> <p>Unexpected &amp; unusual incident occurs.</p> <p><b><u>Task (What):</u></b> Perform Reporting</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Reported accurate and correct in format.</li> <li>• Reported on time &amp; well documented</li> <li>• Delivered in concern person or department.</li> </ul>	<p><b><u>Perform Reporting</u></b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Type of reporting</li> <li>• Reason why!</li> <li>• Accurate &amp; correct documents.</li> <li>• Concern person &amp; department.</li> <li>• Fill the forms &amp; format.</li> <li>• Follow up with concern person or department.</li> </ul>

**Required tools/equipment:** log book, pen, pencil, computer, reporting forms and format

**Safety:** Need to keep secret if reports are confidential-report.

## Module 3: Mise-en-séance & Mise-en- place

**Time: 6 hours theory + 22 hours practical = 28 hours**

### **Description:**

It consists of the skills and knowledge related to perform Mise-en-séance & Mise-en- place activities. Under this module there are tasks related to preparing Mise-en-séance & Mise-en- place necessary to be performed by a waiter or waitress. Each task structure consists of related task steps, terminal performance objective, and minimum technical knowledge necessary to perform the task.

### **Objectives:**

After its completion the trainees will be able:

- 1 Keep the room well ventilated.
- 2 Check Electric appliances.
- 3 Check wash rooms and public areas.
- 4 Perform dusting.
- 5 Clean & arrange table and chairs.
- 6 Wipe Service Equipment.
- 7 Change F & B Soiled Linen.
- 8 Check/ Refill cruet set & Condiments.
- 9 Clean Menu/Bill Folder.
- 10 Prepare Side Stations.

### **Tasks:**

To meet these objectives trainees are expected to get proficiency on the following tasks:

- 1 Keep the room well ventilated
- 2 Check Electric appliances
- 3 Check wash rooms and public areas
- 4 Perform dusting
- 5 Clean & arrange table and chairs
- 6 Wipe Service Equipment
- 7 Change F & B Soiled Linen
- 8 Check/ Refill cruet set & Condiments
- 9 Clean Menu/Bill Folder
- 10 Prepare Side Stations

## Task Analysis

**Time: 1½ hrs**  
**Theory: ½ hrs**  
**Practical: 1 hrs**

### Task 1: Keep the room well ventilated

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Open curtains</li> <li>3. Turn on the A/C, Fans</li> <li>4. Open windows and ventilations</li> <li>5. Check the digital indicators</li> <li>6. Ensure that equipment are well functioned.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Keeping the Restaurant or Bar well ventilated before operation.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Keep the room well ventilated</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Fresh and clean environment</li> <li>• Odorless and dust free</li> <li>• Comfortable environment</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Importance</li> <li>• Precautions measures of electrical appliances</li> </ul>

Required tools/equipment: Remote Controller

Safety: Technical knowledge & precaution.

## Task Analysis

**Time: 1½ hrs**  
**Theory: ½ hrs**  
**Practical: 1hrs**

### Task 2: Check electrical appliances

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Ensure all the available electric appliances are visible and clean</li> <li>3. No breakages, no damages</li> <li>4. Switch on the electrical appliances</li> <li>5. make sure it is functioning well</li> <li>6. Inform engineering department in case of any faulty appliances</li> <li>7. Prepare work order form accordingly</li> <li>8. Mention in the log book or communication book</li> <li>9. Follow up</li> <li>10. Keep records</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Checking electrical appliances before/during operations in the restaurant or bar</p> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Check electrical appliances</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• All the electrical appliances are well functioning</li> </ul>	<ul style="list-style-type: none"> <li>• Identification</li> <li>• Types of electrical appliances</li> <li>• Skills</li> <li>• Communications</li> <li>• Following precautions</li> <li>• Preparing work order form</li> <li>• Fill up forms and format</li> </ul>

**Required tools/equipment:** check list, pen, note book.

**Safety:** - Strictly followed safety and security procedures

## Task Analysis

**Time: 1½ hrs**  
**Theory: ½ hrs**  
**Practical: 1 hrs**

### Task 3: Check the washroom and public area

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Collect cleaning checklist</li> <li>3. Check the timetable of the cleaning schedule</li> <li>4. Turn on lights of washroom, veranda, and other public areas</li> <li>5. Check tap, commode and other electrical appliance make sure it is functioning</li> <li>6. Placed hand towel, soap &amp; toilet papers are in the washrooms</li> <li>7. Check surroundings of the restaurant and make sure the environment is clean &amp; tidy.</li> <li>8. Inform housekeeping if the place need to be cleaned</li> <li>9. Inform maintenance department if any maintenance is required</li> <li>10. Fill the forms and format</li> <li>11. Follow up</li> <li>12. Indicate &amp; mention in the cleaning checklist</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• In the restaurant: check washroom and public areas before and during operations.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Check the washroom/ public area</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Wash room are clean, dry and free of smells &amp; germs and well decorated</li> <li>• Veranda is clean and table chairs are properly arranged</li> <li>• Electrical appliances are well functioned</li> <li>• Documented</li> </ul>	<ul style="list-style-type: none"> <li>• Identification</li> <li>• Importance</li> <li>• Visibility</li> <li>• Communication skills</li> <li>• Knowledge of hygiene and sanitation</li> <li>• Knowledge of electrical functioning</li> <li>• Following precautions</li> <li>• Documentation.</li> </ul>

**Required tools/equipment:** Checklist, pen, notebook

**Safety:** Measured hygiene and sanitation

## Task Analysis

**Time: 2½ hrs**  
**Theory: ½ hrs**  
**Practical: 2 hrs**

### Task 4: Perform dusting

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Collect cleaning agents and equipment</li> <li>3. Followed the safety precaution</li> <li>4. Dust in proper manner i.e. clockwise or anticlockwise</li> <li>5. Dust in the electrical appliances, windows, walls. Doors, chairs, tables, surface etc.</li> <li>6. Ensure all the restaurant areas are well dusted</li> <li>7. Use proper cleaning agents to clean area and different decorative items</li> <li>8. Arranged the equipments in proper place</li> <li>9. Make sure the area is properly cleaned</li> <li>10. If found any damages or disorder of equipments to be informed the maintenance department</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Perform dusting before operating the restaurant</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Perform dusting</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• No visible dust while touching the surface, electrical appliances, walls, doors, curtains, tables and chairs etc</li> <li>• No maintenance issues</li> <li>• All the tools and equipments are arranged properly</li> </ul>	<ul style="list-style-type: none"> <li>• Identifications</li> <li>• Importance</li> <li>• Uses of cleaning agents and equipment</li> <li>• Knowledge of different cleaning agents and equipment</li> <li>• Knowledge of cleaning procedure</li> <li>• Following precautions</li> </ul>

**Required tools/equipment: cleaning agents, duster, brush**

**Safety:** Dust the decorative that they don't fall or get damaged by any way, working safety

## Task Analysis

**Time: 2½ hrs**  
**Theory: ½ hrs**  
**Practical: 2 hrs**

### Task 5: Clean and arrange table and chairs

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Collect cleaning agents and equipment</li> <li>3. Arrange the tables and chairs properly</li> <li>4. Ensure that all chairs&amp; tables in parallel &amp; straight in line</li> <li>5. Follow the precaution measures</li> <li>6. Spray cleaning agents</li> <li>7. Wipe surface of table &amp; chairs in circular manner</li> <li>8. Ensure all the table and chairs are in good conditions</li> <li>9. Wipe chairs using by particular cloth</li> <li>10. If found any damage inform to the maintenance</li> <li>11. Keep records</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• The task of cleaning table and chairs in the restaurant</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Clean table and chairs</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• No dust seen in table and chairs</li> <li>• No any spots seen in table and chairs</li> <li>• Dust free tables and chairs are well functioning and shining</li> </ul>	<ul style="list-style-type: none"> <li>• Importance</li> <li>• Knowledge of cleaning procedure</li> <li>• Cleaning agents &amp; material</li> <li>• Following precautions</li> <li>• Follow the safety and security procedures</li> </ul>

**Required tools/equipment:** duster, spray

**Safety:** - Follow the safety principles that while lifting knee bend and back straight

## Task Analysis

**Time: 5½ hrs**  
**Theory: ½ hrs**  
**Practical: 5 hrs**

### Task 6: Wipe service equipment

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. collect hot water, vinegar or lemon juice and make a solution of it so that it will help to kill the germs and bacteria</li> <li>3. Ensure level tag are removed properly before wiping.</li> <li>4. Dip cutleries in the water solutions at least of a minute</li> <li>5. Dip glassware into the hot water solutions and ensure the steams are spread around the whole glasses</li> <li>6. Use the particular wiping clothes for cutleries and crockery</li> <li>7. Use lint free wiping clothe for glassware</li> <li>8. Check and ensure spotless odorless service equipment</li> <li>9. Store it properly</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Wiping service equipment in the restaurant and bar</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Wipe service equipment</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• The equipment are shiny without any fingerprints or watermarks</li> <li>• The equipment are free from germs and smell</li> </ul>	<ul style="list-style-type: none"> <li>• Identification</li> <li>• Importance</li> <li>• Types of equipment</li> <li>• Temperature</li> <li>• Knowledge &amp; skill of how to wipe the equipment</li> <li>• Following precautions</li> </ul>

**Required tools/equipment:** Crockery, cutlery, glass ware, Vinegar & lemon, water

**Safety:** Ensure followed precaution measures while wiping the equipment

# Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

## Task 7: Exchange soiled linen

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Check and collect soiled linens</li> <li>3. Segregate the linens and put linens into the linen trolley properly</li> <li>4. Make a count accurately.</li> <li>5. Fill up the linen exchange book accordingly</li> <li>6. Deposit in the housekeeping or linen exchange room</li> <li>7. Collect fresh linen</li> <li>8. Count the fresh linen and listed on note book or linen book</li> <li>9. Store it in the restaurant pantry</li> <li>10. Keeps records</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Changing soiled linen in the restaurant and bar</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Change soiled linen</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Linen are fresh, clean and no wrinkle seen</li> <li>• No damages</li> <li>• No torn</li> </ul>	<ul style="list-style-type: none"> <li>• Importance</li> <li>• Uses of linen</li> <li>• Procedure of changing linen</li> <li>• Handling skill</li> <li>• Knowledge on hygiene</li> <li>• Following precaution</li> <li>• documentation</li> </ul>

**Required tools/equipment:** Pen, note book, form and format, linens

**Safety:** following precautions

## Task Analysis

**Time: 2 ½ hrs**  
**Theory: ½ hrs**  
**Practical: 2 hrs**

### Task 8: Check/ Refill cruet set and condiments

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Collect cruet sets and condiment bottles/dishes</li> <li>3. Wipe it by using of wiping clothes and if required wash it properly</li> <li>4. Make it dry and make sure the cruet sets &amp; condiments bottles are clean and good conditions</li> <li>5. Ensure add some amount of dry rice while filling cruet-set</li> <li>6. Ensure condiments bottles has lid or cover</li> <li>7. Check for refilling if required open the cruet set and refill the proper cruet with salt and pepper/ condiments bottle with condiments.</li> <li>8. Place it properly on the table</li> <li>9. Store it in the side station</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• checking/ refilling cruet sets and condiment bottles before the Restaurant operations</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Check/ refill cruet set and condiments</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Cruet set are clean free of dust and stains.</li> <li>• The neck and inside of bottle cap are clean</li> <li>• Cruet sets are filled up with salt and pepper.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify</li> <li>• Process</li> <li>• Importance</li> <li>• Quantity</li> <li>• Following precaution</li> </ul>

**Required tools/equipment:-** cruet sets, condiments bottle, spoon, wiping cloth etc

**Safety:** Use safety & proper refilling methods to avoid breakages.

# Task Analysis

**Time: 2½ hrs**  
**Theory: ½ hrs**  
**Practical: 2 hrs**

## Task 9: Clean menu and bill folder

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Collect menu &amp; bill folder</li> <li>3. Collect duster &amp; cleaning materials</li> <li>4. Apply gently</li> <li>5. Check every sheet of menu cards</li> <li>6. Replace menu/bill card if it is torn</li> <li>7. Use proper wiping clothes to wipe folder</li> <li>8. Ensure that no damage &amp; looking in good condition</li> <li>9. Use disinfectant if possible</li> <li>10. Store it properly</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• clean menu and bill folder in restaurant and bar</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Clean menu and bill folder</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• The menu/ bill folder are clean and free of any stains and dust</li> <li>• Hotel Or restaurant logos are visible</li> <li>• Menu folders are compiled properly</li> </ul>	<ul style="list-style-type: none"> <li>• Identification</li> <li>• Importance</li> <li>• Checking menu for tears</li> <li>• Cleaning and dusting procedures</li> <li>• Uses of disinfectant</li> <li>• Following precautions</li> </ul>

**Required tools/equipment:** Menu folders, bill folders, duster, disinfectant, Collin etc.

**Safety:** Apply & Use proper cleaning methods so it does not get damaged.

## Task Analysis

**Time: 5 hrs**  
**Theory: 1 hrs**  
**Practical: 4 hrs**

### Task 10: Prepare side stations

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Empty the side stations</li> <li>3. Collect duster, cleaning agents and equipment then clean thoroughly</li> <li>4. Check the side stations and make sure it is well conditioned.</li> <li>5. Use &amp; apply proper cleaning agents and equipment to clean it</li> <li>6. Make sure it is dry before placing the service tools &amp; equipment</li> <li>7. Collect and place all the wiped cutleries, crockery, condiments bottles accordingly.</li> <li>8. Place all the necessary items required at the time of table set up</li> <li>9. Properly place all the equipment in their respective shelves</li> <li>10. Place condiments bottles on top</li> <li>11. Store all the items properly at their particular place</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Prepare side stations in the restaurant</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Prepare side stations</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• All the equipment are in proper place</li> <li>• Dust free and moisture free</li> <li>• Side stations and surroundings are cleaned and hygienic</li> </ul>	<ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. importance</li> <li>3. Types of service equipment</li> <li>4. Cleaning procedure</li> <li>5. Knowledge of handling service equipment</li> <li>6. Following precaution</li> </ol>

**Required tools/equipment:** - Cutleries, crockery, condiments bottles, water pitchers, menu folders, Ashtray, Budvase, Cruet sets (ABC), tooth pick, bread Basket, Napkin/tissue paper etc.

**Safety:** Handle with care while using service equipment

## Module 4: Cover Layout and Napkins Folding

**Time: 8 hours theory + 40 hours practical = 48 hours**

### **Description:**

It consists of the skills and knowledge related to perform Cover Layout and Napkins Folding activities. Under this module there are tasks related to prepare Cover Layout and Napkins Folding necessary to be performed by a waiter or waitress. Each task structure consists of related task steps, terminal performance objective, and minimum technical knowledge necessary to perform that very task.

### **Objectives:**

After its completion the trainees will be able:

- 1 Layout Table for Nepali Breakfast
- 2 Layout table for Al A Carte
- 3 Layout table for table d hote'
- 4 Layout Table for American breakfast
- 5 Layout table for continental breakfast
- 6 Layout table for English breakfast
- 7 Layout table for Indian breakfast
- 8 Fold Napkin in Nepali cap/bishop style
- 9 Fold Napkin in Tajmahal Style
- 10 Fold Napkin in Fan Style
- 11 Fold Napkin in Candle Style
- 12 Fold Napkin in boat style
- 13 Fold Napkin in Jacket Style
- 14 Fold Napkin in Rose Style
- 15 Fold Napkin in funnel style
- 16 Fold Napkin in pocket Style
- 17 Fold Napkin in star Style
- 18 Fold Napkin in Lotus Style

### **Tasks:**

To meet these objectives trainees are expected to get proficiency on the following tasks:

- 1 Layout Table for Nepali Breakfast
- 2 Layout for Al A Carte
- 3 Layout table for table d hote'
- 4 Layout Table for American breakfast
- 5 Layout table for continental breakfast
- 6 Layout table for English breakfast
- 7 Layout table for Indian breakfast
- 8 Fold Napkin in Nepali cap/bishop style
- 9 Fold Napkin in Tajmahal Style
- 10 Fold Napkin in Fan Style
- 11 Fold Napkin in Candle Style
- 12 Fold Napkin in boat style
- 13 Fold Napkin in Jacket Style
- 14 Fold Napkin in Rose Style
- 15 Fold Napkin in funnel style

- 16 Fold Napkin in pocket Style
- 17 Fold Napkin in star Style
- 18 Fold Napkin in Lotus Style

# Task Analysis

**Time: 5 hrs**  
**Theory: 1 hrs**  
**Practical: 4 hrs**

## Task 1: Layout table for Nepali breakfast

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the multon on the table.</li> <li>3. Lay the table cloth by ensuring equally fall in all side of the table.</li> <li>4. Lay the top table on it.</li> <li>5. Collect the center piece [i.e. A-astray, B-budvase, C - cruet sets] place them on the center of table.</li> <li>6. Ensure the table and chair positions are accurate.</li> <li>7. Stand behind the chair and place the side plate in center of cover just to get right judgment of cover size.</li> <li>8. Place AP fork on the left side of the cover</li> <li>9. Place AP knife on the right side of the cover then AP spoon.</li> <li>10. Now, remove the side plate from center of cover and place at left side of cover.</li> <li>11. Put the butter knife / spreader on the top of side plate.</li> <li>12. Fold the napkin and place in the center of cover.</li> <li>13. Place water goblet just above the tip of AP knife</li> <li>14. Place juice glass right to water goblet</li> <li>15. Place the preservatives in the center of table.</li> <li>16. Ensure all plates and cutleries are place accurate or approximately two inches/ two fingers above from the table edge.</li> </ol>	<p><b><u>Condition (Given):</u></b> Fully equipped restaurant.</p> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Lay table for Nepali breakfast</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow up the steps.</li> <li>• Uniformity and presentable of cover</li> </ul>	<p><b><u>Cover lay out for Nepali Breakfast</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Nepali Breakfast</li> <li>• Concept of working safety</li> <li>• Identification of F&amp; B tools and equipment, linens etc.</li> <li>• Guideline of handling F&amp; B tools and equipment.</li> </ul>

**Required tools/equipment:** Center pieces, napkin, side plate, AP spoon, AP knife, AP fork, tea/coffee cup, tea spoon, water goblet, juice glass, tea pot, coffee pot, milk pot, Preservatives dishes.

**Safety:** working safety

# Task Analysis

**Time: 6 hrs**  
**Theory: 1 hrs**  
**Practical: 5 hrs**

## Task 2: Layout table for A la carte

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the multon on the table.</li> <li>3. Lay the table cloth by ensuring equally fall in all side of the table.</li> <li>4. Lay the top table on it.</li> <li>5. Collect the center piece [i.e. A- astray, B-budvase, C - cruet sets] place them on the center of table.</li> <li>6. Ensure the table and chair positions are accurate.</li> <li>7. Stand behind the chair and place the side plate in center of cover just to get right judgment of cover size.</li> <li>8. Place AP fork on the left side of the cover</li> <li>9. Place AP knife on the right side of the cover.</li> <li>10. Now, remove the side plate from center of cover and place at left side of cover.</li> <li>11. Put the butter knife / spreader on the top of side plate.</li> <li>12. Fold the napkin and place in the center of cover.</li> <li>13. Place water goblet just above the tip of AP knife</li> <li>14. Ensure all plates and cutleries are place accurate or approximately two inches/ two fingers above from the table edge.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Layout table for A la Carte</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow up the steps.</li> <li>• Uniformity and presentable of cover</li> </ul>	<p><b><u>Cover Layout for a la carte</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to A la Carte cover</li> <li>• Concept of working safety</li> <li>• Identification of F&amp; B tools and equipment, linens etc.</li> <li>• Guideline of handling F&amp; B tools and equipment.</li> <li>• Cover layout process</li> </ul>

**Required tools/equipment:** center pieces, napkin, side plate, AP spoon, AP knife, AP fork, water goblet, dessert spoon, dessert fork, steak knife, joint knife, joint fork, fish knife, fish fork.

**Safety:** working safety

**Note:** Other required cutleries are placed in cover as per guest order and need.

## Task Analysis

**Time: 5 hrs**  
**Theory: 1 hrs**  
**Practical: 4 hrs**

### Task 3: Layout table for Table d' Hote

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the multon on the table.</li> <li>3. Lay the table cloth by ensuring equally fall in all side of the table.</li> <li>4. Lay the top table on it.</li> <li>5. Collect the center piece [i.e. A-astray, B-budvase, C - cruet sets] place them on the center of table.</li> <li>6. Ensure the table and chair positions are accurate.</li> <li>7. Stand behind the chair and place the side plate in center of cover just to get right judgment of cover size.</li> <li>8. Place AP fork and joint fork on the left side of the cover</li> <li>9. Place AP knife on the right side of the cover by facing blade toward cover.</li> <li>10. Place soup spoon at right side of cover by following inward to cover (<i>the left side of AP knife</i>).</li> <li>11. Place dessert spoon on the top of cover point toward to fork.</li> <li>12. Place dessert fork on the top of cover point toward to knife.</li> <li>13. Now, remove the side plate from center of cover and place in left side of cover.</li> <li>14. Put the butter knife / spreader on the top of side plate.</li> <li>15. Fold the napkin and place in the center of cover.</li> <li>16. Place water goblet just above the tip of AP knife</li> <li>17. Ensure all plates and cutleries are place accurate or approximately two inches/ two fingers above from the table edge.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Pleasing &amp; Hygienic environment with well-equipped restaurant</p> <p><b><u>Task (What):</u></b></p> <p>Layout table for table d'hote</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow up the steps.</li> <li>• Uniformity and presentable of cover</li> </ul>	<p><b><u>Cover Layout table for Table d' hote</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Table d'hote cover</li> <li>• Concept of working safety</li> <li>• Identification of cutleries and crockery</li> <li>• Guide line of handling service tools and equipment</li> </ul>

**Required tools/equipment:** center pieces, napkin, side plate, AP spoon, AP knife, AP fork, water goblet, dessert spoon, dessert fork, fish knife, fish fork, soup spoon, Joint Knife, Joint Fork, Steak Knife, cruet sets, etc

**Safety:** working safety

**Note:** Cutleries are placed or vary as per the number of food courses and nature of dishes being served.

## Task Analysis

**Time: 5 hrs**  
**Theory: 1 hrs**  
**Practical: 4 hrs**

### Task 4: Layout table for American breakfast

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the molten on the table.</li> <li>3. Lay the table cloth by ensuring equally fall in all side of the table.</li> <li>4. Lay the top table on it.</li> <li>5. Collect the center piece [i.e. A-astray, B-budvase, C - cruet sets] place them on the center of table.</li> <li>6. Ensure the table and chair positions are accurate.</li> <li>7. Stand behind the chair and place the side plate in center of cover just to get right judgment of cover size.</li> <li>8. Place AP fork on the left side of the cover</li> <li>9. Place AP knife on the right side of the cover.</li> <li>10. Now, remove the side plate from center of cover and place at left side of cover.</li> <li>11. Put the butter knife / spreader on the top of side plate.</li> <li>12. Fold the napkin and place in the center of cover.</li> <li>13. Place water goblet just above the tip of AP knife.</li> <li>14. Place tea/coffee cup at the right of cover</li> <li>15. Place the preservatives in the center of table.</li> <li>16. Ensure all plates and cutleries are place accurate or approximately two inches/ two fingers above from the table edge.</li> </ol>	<p style="text-align: center;"><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> </ul> <p style="text-align: center;"><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Layout table for American breakfast</li> </ul> <p style="text-align: center;"><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow up the steps.</li> <li>• Uniformity and presentable of cover</li> </ul>	<p style="text-align: center;"><b><u>Cover Layout table for American breakfast</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to American Breakfast and breakfast food items</li> <li>• Concept of working safety</li> <li>• Identification of cutleries and crockery</li> <li>• Guide line of handling service tools and equipment</li> </ul>

**Required tools/equipment:** center pieces, napkin, side plate, AP spoon, AP knife, AP fork, tea/coffee cup, tea spoon, water goblet, juice glass, tea pot, coffee pot, milk pot,

**Safety:** working safety

# Task Analysis

**Time: 5 hrs**  
**Theory: 1 hrs**  
**Practical: 4 hrs**

## Task 5: Layout table for Continental breakfast

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the multon on the table.</li> <li>3. Lay the table cloth by ensuring equally fall in all side of the table.</li> <li>4. Lay the top table on it.</li> <li>5. Collect the center piece [i.e. A-astray, B-budvase, C - cruet sets] place them on the center of table.</li> <li>6. Ensure the table and chair positions are accurate.</li> <li>7. Stand behind the chair and place the side plate in center of cover just to get right judgment of cover size.</li> <li>8. Place AP fork on the left side of the cover</li> <li>9. Place AP knife on the right side of the cover.</li> <li>10. Now, remove the side plate from center of cover and place at left side of cover.</li> <li>11. Put the butter knife / spreader on the top of side plate.</li> <li>12. Fold the napkin and place in the center of cover.</li> <li>13. Place water goblet just above the tip of AP knife.</li> <li>14. Place tea/coffee cup at the right of cover</li> <li>15. Place the preservatives in the center of table.</li> <li>16. Ensure all plates and cutleries are place accurate or approximately two inches/ two fingers above from the table edge.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Layout table for Continental breakfast</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow up the steps.</li> <li>• Uniformity and presentable of cover</li> </ul>	<p><b><u>Cover Layout table for Continental breakfast</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Continental Breakfast and breakfast food items</li> <li>• Concept of working safety</li> <li>• Identification of cutleries and crockery</li> <li>• Guide line of handling service tools and equipment</li> </ul>

**Required tools/equipment:** Center pieces, napkin, side plate, AP spoon, AP knife, AP fork, tea/coffee cup, tea spoon, water goblet, juice glass, tea pot, coffee pot, milk pot, sugar pot, sugar spoon or tong.

**Safety:** working safety

## Task Analysis

**Time: 5 hrs**  
**Theory: 1 hrs**  
**Practical: 4 hrs**

### Task 6: Layout table for English breakfast

Steps	Terminal performance objective	Related technical knowledge
17. Receive instruction 18. Lay the multon on the table. 19. Lay the table cloth by ensuring equally fall in all side of the table. 20. Lay the top table on it. 21. Collect the center piece [i.e. A-astray, B-budvase, C - cruet sets] place them on the center of table. 22. Ensure the table and chair positions are accurate. 23. Stand behind the chair and place the side plate in center of cover just to get right judgment of cover size. 24. Place fish fork left of cover and fish knife right of the cover. 25. Place AP fork and AP knife on the left side of the cover by following inner side of the cover. 26. Now, remove the side plate from center of cover and place at left side of cover. 27. Put the butter knife / spreader on the top of side plate. 28. Fold the napkin and place in the center of cover. 29. Place water goblet just above the tip of fish knife. 30. Place tea/coffee cup at the right of cover 31. Place juice glass on right side of water goblet. 32. Place toast rack and butter dish just above the side plate. 33. Place the preservatives dish at the right side of toast rack. 34. Ensure all side plates and cutleries are place accurate or approximately two inches/ two fingers above from the table edge.	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Layout table for English breakfast</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow up the steps.</li> <li>• Uniformity and presentable of cover</li> </ul>	<p><b><u>Cover Layout table for English breakfast</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to English Breakfast and breakfast food items</li> <li>• Concept of working safety</li> <li>• Identification of cutleries and crockery</li> <li>• Guide line of handling service tools and equipment</li> </ul>

**Required tools/equipment:** Center pieces, napkin, side plate, AP spon, AP knife, AP fork, tea/coffee cup, tea spoon, water goblet, juice glass, tea pot, coffee pot, milk pot, sugar pot, sugar spoon or tong.

**Safety:** working safety

## Task Analysis

**Time: 5 hrs**  
**Theory: 1 hrs**  
**Practical: 4 hrs**

### Task 7: Layout table for Indian breakfast

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the molten on the table.</li> <li>3. Lay the table cloth by ensuring equally fall in all side of the table.</li> <li>4. Lay the top table on it.</li> <li>5. Collect the center piece [i.e. A-astray, B-budvase, C - cruet sets] place them on the center of table.</li> <li>6. Ensure the table and chair positions are accurate.</li> <li>7. Stand behind the chair and place the side plate in center of cover just to get right judgment of cover size.</li> <li>8. Place AP fork on the left side of the cover</li> <li>9. Place AP knife on the right side of the cover then AP spoon.</li> <li>10. Now, remove the side plate from center of cover and place at left side of cover.</li> <li>11. Put the butter knife / spreader on the top of side plate.</li> <li>12. Fold the napkin and place in the center of cover.</li> <li>13. Place water goblet just above the tip of AP knife</li> <li>14. Place juice glass right to water goblet</li> <li>15. Place the preservatives in the center of table.</li> <li>16. Ensure all plates and cutleries are place accurate or approximately two inches/ two fingers above from the table edge.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Layout table for Indian breakfast</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow up the steps.</li> <li>• Uniformity and presentable of cover</li> </ul>	<p><b><u>Cover Layout table for Indian breakfast</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Indian Breakfast and breakfast food items</li> <li>• Concept of working safety</li> <li>• Identification of cutleries and crockery</li> <li>• Guide line of handling service tools and equipment</li> </ul>

**Required tools/equipment:** Center pieces, napkin, side plate, AP spoon, AP knife, AP fork, tea/coffee cup, tea spoon, water goblet, juice glass, tea pot, coffee pot, milk pot, Preservatives dishes.

**Safety:** working safety

## Task Analysis

**Time: 2 hrs**  
**Theory: 1 hrs**  
**Practical: 1 hrs**

### Task 8: Fold napkin in bishop hat style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the napkin face down</li> <li>3. Fold the napkin in half</li> <li>4. Fold the far-right corner diagonally, resting the point in the center of the side</li> <li>5. Fold the near-left corner diagonally away, resting it so that it lays right next to the previous fold.</li> <li>6. Flip the napkin over and orient it so it points to the far-left and to the near-right</li> <li>7. Fold the bottom half of the napkin up and away, laying it so the far edges run on top of one other.</li> <li>8. Reach underneath of the napkin and pull out the flap on the right, making the near-side come to two points</li> <li>9. Gently roll the left half of the left triangle over and tuck it's end underneath the right triangle.</li> <li>10. Flip the napkin over, points pointing away</li> <li>11. Fold the right-triangle to the left, tucking its end into the other triangle.</li> <li>12. Open up the hat and press the material inside down to fill it out so that it becomes circular, this may take a little fidgeting.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in Bishop hat style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> </ul>	<p><b><u>Fold napkin</u></b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types and size of napkin.</li> <li>• Importance of napkin.</li> <li>• Process of napkin folding</li> </ul>

**Required tools/equipment:** napkin,  
**Safety:**

# Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

## Task 9: Fold napkin in Tajmahal style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the napkin face down</li> <li>3. Fold napkin into half</li> <li>4. Bring top right and top left corner to the center of lower part</li> <li>5. Grabbing the folded top right, top left, and the center of lower line pull the napkin up so that it will form a square.</li> <li>6. Put napkin in such a way that the corner not having flaps is in top</li> <li>7. Fold fist flap corner to top corner</li> <li>8. Fold left corner to right corner</li> <li>9. Repeat process until napkin forms triangle</li> <li>10. Tuck in left corner to right</li> <li>11. Turn the napkin nad tuck left corner to right</li> <li>12. Open and stand the napkin</li> <li>13. Pull the flaps</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b>            Fold napkin in Tajmahal style</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in Tajmahal style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

## Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

### Task 10: Fold napkin in Fan style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the napkin face-down</li> <li>3. Fold the napkin in half</li> <li>4. Fold the napkin with 2-3 inches like frill by unfolding the last fold.</li> <li>5. Half fold the frill folded napkin by keeping unfolded part inside.</li> <li>6. Hold the joining point of frill folded napkin and fold triangularly, tucking point inside.</li> <li>7. Open it and stand it up</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in Fan style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in fan style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

# Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

## Task 11: Fold napkin in Candle style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the napkin face down</li> <li>3. Fold the napkin in half diagonally.</li> <li>4. Orient the napkin so the open ends point away</li> <li>5. Fold the long side up just about an inch. Press this fold down well or it will interfere with the next step.</li> <li>6. Starting at either end, tightly roll the napkin into a cylinder. Take care to roll it straight so it will stand solidly.</li> <li>7. Tuck the end of the roll into the base on the backside and stand it up.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in Candle style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in Candle style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

## Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

### Task 12: Fold napkin in Boat style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the napkin face down</li> <li>3. Fold the napkin in half</li> <li>4. Fold the top right corner down toward the center</li> <li>5. Take the bottom right corner and fold it toward left corner</li> <li>6. Fold the top corner down to the right</li> <li>7. Pick the bottom half and fold it upwards approx. 2 inches</li> <li>8. Fold the bottom half from another side and stand it up</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in sailboat style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in Candle style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

## Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

### Task 13: Fold napkin in jacket style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Fold the napkin in half to make a triangle</li> <li>3. Fold the top edge back 2cm in half moon shape.</li> <li>4. Turn back the napkin.</li> <li>5. Pull the top left and right corners down to the bottom center, creating an overlap</li> <li>6. Fold the left and right corners into the center, creating an ice cream shape cone</li> <li>7. Fold the bottom half way up</li> <li>8. Fold the napkin back over. The napkin should sit up off the table.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold the napkin in jacket style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in jacket style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

## Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

### Task 14: Fold napkin in rose style

Steps	Terminal performance objective	Related technical knowledge
<p>1. Receive instruction</p> <ol style="list-style-type: none"> <li>1. lay the napkin face down</li> <li>2. fold napkin diagonally to form triangle</li> <li>3. with the point facing upward, roll the napkin just over half way to the point</li> <li>4. flip over the napkin so the fold is in bottom</li> <li>5. starting from left, fold over the end about an inch and continue to fold until reaching another point</li> <li>6. tuck the right hand point to the pocket</li> <li>7. fold down the flaps at the napkin to form petals</li> <li>8. turn over the napkin</li> <li>9.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in rose style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in rose style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

## Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

### Task 15: Fold napkin in Funnel style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay the napkin face down</li> <li>3. Fold napkin to half</li> <li>4. Pull the top right corner to the center line</li> <li>5. Roll the napkin to the center line</li> <li>6. Fold the remaining triangular part to the roll</li> <li>7. Tuck in the flap</li> <li>8. Fold the remaining flap outside and make the napkin stand.</li> <li>9. Place at center of cover</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in funnel style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in Funnel style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

## Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

### Task 16: Fold napkin in star style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay napkin facing down</li> <li>3. Fold napkin into half</li> <li>4. Make crease and open the napkin</li> <li>5. Take the lower right hand corner to the left, folding from the top right hand corner, and rest it in the crease</li> <li>6. Fold the bottom edges up at the point where the lower right hand corner and upper corner forms an equilateral triangle</li> <li>7. Fold the lower left hand corner across to form the equilateral triangle</li> <li>8. Fold the top left hand corner across the centre of the right hand side</li> <li>9. Fold the point backward to form a pleat</li> <li>10. Repeat step 9 for all other corners</li> <li>11. To lock lift the corner of the last folds and tucks it under the folded edges.</li> <li>12. Place at center of cover</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in star style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in star style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

## Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

### Task 17: Fold napkin in pocket style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Lay napkin facing down</li> <li>3. Fold napkin into half</li> <li>4. Fold napkin into half across to form square</li> <li>5. Place the folded side down so it does not have openings</li> <li>6. Fold top right corner inside to form a diagonal</li> <li>7. Fold second top right corner just 1 cm above of previous diagonal</li> <li>8. Flip napkin over</li> <li>9. Fold the left side of napkin around 1/3 of the square</li> <li>10. Fold right side and tuck it in the diagonally folded part</li> <li>11. Flip napkin and place at center of cover</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in pocket style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in pocket style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

# Task Analysis

**Time: 1 hrs**  
**Theory: 0 hrs**  
**Practical: 1 hrs**

## Task 18: Fold napkin in lotus style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Fold all four corners to center creating a square</li> <li>3. Flip the napkin over, and fold the corners to meet at the center</li> <li>4. Press down on the center of napkin with finger, reach underneath and pull up the flap at each corner to create lotus petals.</li> <li>5. Place at center of cover.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Pleasing &amp; Hygienic environment with well-equipped restaurant</li> <li>• Neat and clean guest napkin.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Fold napkin in lotus style</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Should be spotless and reasonably starched.</li> <li>• The napkin should be standing and looks like cap.</li> <li>• The napkin should be standing with four flaps on each sides</li> </ul>	<p><b><u>Fold napkin in lotus style</u></b></p> <ul style="list-style-type: none"> <li>• Process</li> </ul>

**Required tools/equipment:** napkin

**Safety:**

## Module 5: Hosting & Order Taking

**Time: 4 hours theory + 14 hours practical = 18 hours**

### **Description:**

It consists of the knowledge and skills related to perform Hosting & Order Taking activities. Under this module there are tasks related to performing Hosting & Order Taking necessary to be performed by a waiter or waitress. Each task structure consists of related task steps, terminal performance objective, and minimum technical knowledge necessary to perform that task.

### **Objectives:**

After its completion the trainees will be able:

- 1 Receive/allocate reservation
- 2 Welcome guest
- 3 Confirm reservation
- 4 Perform Escorting
- 5 Present menu to the guest
- 6 Prepare KoT/ BoT
- 7 Receive B & F order
- 8 Follow up order

### **Tasks:**

To meet these objectives trainees are expected to get proficiency on the following tasks:

- 1 Receive/allocate reservation
- 2 Welcome guest
- 3 Confirm reservation
- 4 Perform Escorting
- 5 Present menu to the guest
- 6 Prepare KoT/ BoT
- 7 Receive B & F order
- 8 Follow up order

# Task Analysis

**Time: 2½ hrs**  
**Theory: ½ hrs**  
**Practical: 2 hrs**

## Task 1: Receive Reservation

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Note down the name, address, and contact number of the guest.</li> <li>2. Note down the day and date of reservation, required no. of covers, special order of foods, time of arrival, any special requests or arrangement.</li> <li>3. File the reservation form and inform the staffs for proper preparation</li> <li>4. Confirm reservation table after certain advance payment.</li> <li>5. Place the reserved card on the table booked for that particular time.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Host desk and restaurant should be well set</p> <p><b><u>Task (What):</u></b></p> <p>Perform receive reservation</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow the steps properly and perfectly</li> <li>• Correctly note down the name, contact number, date &amp; day of reservation</li> <li>• Give first priority to the special food orders and special requests or arrangements according to special occasions</li> <li>• Satisfied guest</li> </ul>	<p><b><u>Reservation</u></b></p> <ul style="list-style-type: none"> <li>• Introduction of reservation</li> <li>• Hospitality manners</li> <li>• Description of reservation logbook or software.</li> <li>• Steps of filling reservation form</li> <li>• Things to be taken care while receiving reservation</li> <li>• Types of service, cuisine, special request or arrangements</li> </ul>

**Required tools/equipment:** Telephone, Reservation Form, Pen, reservation logbook, reservation tag or card

**Safety:**

# Task Analysis

**Time: 2 hrs**  
**Theory: ½ hrs**  
**Practical: 1½ hrs**

## Task 2: Welcome Guest

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Approach the arriving guest</li> <li>2. Greet the guest according to the time of the day with smile</li> <li>3. Give priority to female guest</li> <li>4. Help guest with their belongings such as bag, coat, raincoat, umbrella etc.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Well set entry area and restaurant</p> <p><b><u>Task (What):</u></b></p> <p>Welcome the guest</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow the steps of welcoming guest properly</li> <li>• Greeting according to the time of the day</li> <li>• Greeting with a smile and pleasing face.</li> <li>• Make sure guest is comfort</li> </ul>	<p><b><u>Welcoming Guest</u></b></p> <ul style="list-style-type: none"> <li>• Hospitality manner</li> <li>• While greeting words such as good morning, good afternoon, good evening should be used.</li> <li>• Things to be taken care while guest service</li> <li>• Safety and precautions while guest service</li> </ul>

**Required tools/equipment:**

**Safety:** dry floor, clean and tidy environment of entry area as well as restaurant area.

# Task Analysis

**Time: 1½ hrs**  
**Theory: ½ hrs**  
**Practical: 1 hrs**

## Task 3: Confirm Reservation

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Welcome the guest, he/she should confirm the guest using do you have any table reservation?</li> <li>3. Check in check book the reservation status and checklist whether the guest name is listed or not.</li> <li>4. Check the guest details</li> <li>5. Match the details</li> <li>6. Confirm the desired table.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Well set host desk and restaurant</p> <p><b><u>Task (What):</u></b></p> <p>Confirm reservation</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Properly checking the reservation checklist and status that are made by guests</li> <li>• There should not be any confusion</li> <li>• Guest must be seated on the reserved table</li> </ul>	<p><b><u>Reservation</u></b></p> <ul style="list-style-type: none"> <li>• Hospitality manners</li> <li>• While confirming reservation phrase such as Do you have a table reservation? Should be used.</li> <li>• Steps of confirming reservation</li> </ul>

**Required tools/equipment: Reservation logbook, guest ID card, pen**

**Safety:**

# Task Analysis

**Time: 1½ hrs**  
**Theory: ½ hrs**  
**Practical: 1 hrs**

## Task 4: Perform escorting

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Approach to the guest with curtsy.</li> <li>2. Ensure if there is any reservation of guest.</li> <li>3. Make sure that the table for the guest is ready.</li> <li>4. Escort the guest to the allocated table of available table.</li> </ol>	<p><b><u>Condition (Given):</u></b> Well set restaurant</p> <p><b><u>Task (What):</u></b> Perform Escorting</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow the steps properly and perfectly</li> <li>• In case of reserved table, table must be ready prior to the service and arrival of guest.</li> <li>• Satisfied guest</li> </ul>	<p><b><u>Escorting</u></b></p> <ul style="list-style-type: none"> <li>• Hospitality manners</li> <li>• Preparing the table as per the reservation made.</li> <li>• Steps of escorting guest to their table</li> <li>• Safety and precaution while escorting guest</li> </ul>

### Required tools/equipment:

**Safety:** maintain approx 3” 3’ distance from guest while escorting so that there will be very less chance of guest being touched

# Task Analysis

**Time: 1 hrs**  
**Theory: ½ hrs**  
**Practical: ½ hrs**

## Task 5: Prepare KOT/BOT

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Collect all KOT/BOT</li> <li>2. Prepare all the carbon copies in all the KOT/BOT before the guest service properly</li> <li>3. Make sure every things is clean and pen is properly working.</li> </ol>	<p><b><u>Condition (Given):</u></b>            Well set side station or dummy waiter</p> <p><b><u>Task (What):</u></b>            Prepare KOT/BOT</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow the steps properly and perfectly</li> <li>• Properly managed carbon copies in all KOT/BOT</li> </ul>	<p><b><u>KOT/BOT Preparation</u></b></p> <ul style="list-style-type: none"> <li>• Hospitality manners</li> <li>• Introduction of KOT/BOT</li> <li>• Importance</li> <li>• Steps of preparing KOT ,BOT</li> </ul>

**Required tools/equipment:** KOT/BOT, Carbon copies, pen  
**Safety:**

## Task Analysis

**Time: 2½ hrs**  
**Theory: ½ hrs**  
**Practical: 2 hrs**

### Task 6: Present Menu to the guest

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Make sure all the menus are ready and presentable</li> <li>2. Approach to the guest from right side by unfolding menu</li> <li>3. Present individual menu card. (ladies first)</li> <li>4. In case of wine or beverage menu, present menu only to the host</li> </ol>	<p><b><u>Condition (Given):</u></b> Well set restaurant</p> <p><b><u>Task (What):</u></b> Present Menu to the guest</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Attractive and clean menu card</li> </ul>	<p style="text-align: center;"><b><u>Menu Presentation</u></b></p> <ul style="list-style-type: none"> <li>• Hospitality manners</li> <li>• General concept of menu</li> <li>• Types of menu and its presenting time               <ul style="list-style-type: none"> <li>• Attractiveness of menu cards</li> <li>• Food knowledge</li> <li>• Cleaning menu</li> <li>• Menu presenting procedure</li> </ul> </li> </ul>

**Required tools/equipment:** Menu card

**Safety:**

# Task Analysis

**Time: 3 hrs**  
**Theory: ½ hrs**  
**Practical: 2½ hrs**

## Task 7: Receive B & F order

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Allow the guests to read the menu and then taking orders by the use of BOT for beverage and KOT for kitchen orders</li> <li>2. Repeat the orders made by guest for conformation</li> <li>3. Dispatch all the to the respective departments</li> <li>4. Ensure and mention if there is any food allergy</li> </ol>	<p><b><u>Condition (Given):</u></b> Well set restaurant</p> <p><b><u>Task (What):</u></b> Receive food &amp; beverage orders</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow the steps</li> <li>• Quantity and seat number should be clearly mentioned</li> <li>• Name of the dish should be mentioned clearly</li> </ul>	<p><b><u>B &amp; F order receiving</u></b></p> <ul style="list-style-type: none"> <li>• Hospitality manners               <ul style="list-style-type: none"> <li>• Steps of receiving order</li> <li>• Things to be taken care while filling the KOT/BOT</li> </ul> </li> <li>• Quantity and seat number should be known</li> </ul>

**Required tools/equipment:** KOT, BOT, Pen

**Safety:** never forget to mention the food allergy

# Task Analysis

**Time: 2 hrs**  
**Theory: ½ hrs**  
**Practical: 1½ hrs**

## Task 8: Follow up order

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Check the kitchen regarding the kitchen orders made and with the bar about the beverage orders made</li> <li>2. Prepare for service if the beverage orders are ready</li> <li>3. Prepare for service if the kitchen orders are ready after the service of beverage</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Well-equipped kitchen, restaurant and bar</p> <p><b><u>Task (What):</u></b></p> <p>Follow up with the orders made by guest</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow the steps</li> <li>• Follow up should be made promptly after dispatching of beverage and food orders</li> <li>• Ensure the entire ordered product or services are consumed.</li> </ul>	<p><b><u>Follow up</u></b></p> <ul style="list-style-type: none"> <li>• Introduction of order following</li> <li>• Types of cuisine, meal etc</li> <li>• Rules &amp; regulations about guest service</li> <li>• Things to be taken care while following up the orders</li> </ul>

**Required tools/equipment:** Telephone

**Safety:**

## Module 6: Food and Beverage Service

**Time: 14 hours theory + 56 hours practical = 70 hours**

### **Description:**

It consists of the skills and knowledge related to perform Food and Beverage Service. Under this module there are tasks related to perform Food and Beverage Service necessary to be performed by a waiter or waitress. Each task structure consists of related task steps, terminal performance objective, and minimum technical knowledge necessary to perform the task.

### **Objectives:**

After its completion the trainees will be able:

- 1 Serve Water
- 2 Serve Tea/Coffee
- 3 Serve Soft Drinks
- 4 Serve Beer
- 5 Serve Wine
- 6 Serve distilled alcoholic beverage
- 7 Serve Nepali Traditional Alcoholic Beverage
- 8 Serve food in Nepali style
- 9 Serve food in pre plated style
- 10 Serve food in platter to plate style
- 11 Perform room service
- 12 Serve Buffet

### **Tasks:**

To meet these objectives trainees are expected to get proficiency on the following tasks:

- 13 Serve Water
- 14 Serve Tea/Coffee
- 15 Serve Soft Drinks
- 16 Serve Beer
- 17 Serve Wine
- 18 Serve distilled alcoholic beverage
- 19 Serve Nepali Traditional Alcoholic Beverage
- 20 Serve food in Nepali style
- 21 Serve food in pre plated style
- 22 Serve food in platter to plate style
- 23 Perform room service
- 24 Serve Buffet

## Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

### Task 1: Serve Water

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction; i.e. hot/cold normal water, mineral water, sparkling water etc.</li> <li>2. Obtain clean water jug with under liner or water bottle.</li> <li>3. Serve from the right hand side of the guest.</li> <li>4. Pour water in water glass or water goblet.</li> <li>5. Pour water in water glass or water goblet one third of the glass or one inch below of the glass rim.</li> <li>6. Do not pour the water up to edge of glass.</li> <li>7. Leave the water bottle in front of guest table or Ice bucket in case of sparkling water.</li> <li>8. Follow up the service and refill the glass.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Guest accommodate in restaurant table for dinning and waiter/ess ready to serve</p> <p><b><u>Task (What):</u></b></p> <p>Perform Water service</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Water should be portable.</li> <li>• Hot Water must be Luke warm or drinkable temperature.</li> </ul>	<p><b><u>Water service:</u></b></p> <ul style="list-style-type: none"> <li>• Introduction and types of water</li> <li>• General idea about storing various water.</li> <li>• Service equipment and tools handling skill</li> <li>• Technique and skill of handling tray</li> <li>• Water pouring skill</li> </ul>

**Required tools/equipment:** Tray, waiter cloth, dolly paper, underline.

**Safety:** Avoid the spilling of water on the guest or table.

## Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

### Task 2: Serve Tea/Coffee

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Place the accompanying items (milk, sugar bowl), correct number of cups along with Tea/Coffee pot in slaver.</li> <li>3. Approach to the guest from his/her right side</li> <li>4. Announce the serving beverage to insure the correct order.</li> <li>5. Place the cup with saucer to the right of the guest with the handle turned to the guest right in sense of 45 degree.</li> <li>6. Pour coffee/ tea from the guest's right side by holding pot in right hand.</li> <li>7. Pour tea or coffee one third of the cup.</li> <li>8. Place the coffee or tea pot on the guest table after pouring.</li> <li>9. Greet the guest to enjoy the tea or coffee.</li> <li>10. Refill the tea or coffee as per required.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Guests to whom to serve Tea/Coffee</li> <li>• Provided required tools and equipment</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Serve Tea or Coffee</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Tea or coffee must be served promptly within three (3-5) minutes after order.</li> <li>• Serve sugar in sugar bowl along with sugar tong/spoon</li> <li>• Tea/coffee should be hot temperature</li> <li>• There should be no spills or drips.</li> </ul>	<p><b><u>Serving Tea/ Coffee:</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Tea and Coffee</li> <li>• Types of Tea and Coffee</li> <li>• Technique and skill of handling tray</li> <li>• Service Producer of Tea and Coffee</li> <li>• Serving temperature of Tea and Coffee.</li> </ul>

**Required tools/equipment:** Waiter Cloth, Tea/Coffee Pot, Tea/ Coffee cup with saucer plate.

**Safety:** there should not be carked or any damaged hollowware for service.

**Note:** do not serve cold until and unless ordered for cold tea/coffee.

# Task Analysis

**Time: 4 hrs**  
**Theory: 1 hrs**  
**Practical: 3 hrs**

## Task 3: Serve soft drink

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Collect the soft drink as per guest order and hi-ball glass.</li> <li>3. Approach to the guest from right hand side.</li> <li>4. Place the hi-ball glass to the right of the guest.</li> <li>5. Pour slowly and gently soft drink in serving glass.</li> <li>6. Place the remaining beverage bottle or can on the top of cover by showing brand name toward to guest.</li> <li>7. Follow up and refill the glass if beverage is available and necessary.</li> <li>8. Get excuse and clear the empty beverage glass and empty bottle or can.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Guests to whom to serve soft drink.</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Serve the soft drink</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Neat and clean equipment</li> <li>• Serve promptly within 3-5 minutes after order.</li> <li>• Must be chill temperature.</li> </ul>	<p><b><u>Serve soft drink</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to soft beverage</li> <li>• General knowledge of various soft drinks</li> <li>• Technique and skill of handling tray</li> <li>• Proper storage of soft drinks</li> <li>• Service producer of soft beverage</li> <li>• Glassware for soft drinks</li> </ul>

**Required tools/equipment:** Bottle Opener, Hi-ball Glass, salver, ice cubes, ice tong, ice bucket etc.

**Safety:** Maintain the well balance of tray while carrying for service.

While balancing the tray ensure that beverage are kept at backward and glasses are kept in foreword of the tray.

## Task Analysis

**Time: 7 hrs**  
**Theory: 1 hrs**  
**Practical: 6 hrs**

### Task 4: Serve Beer

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Collect the chilled beer and beer glass.</li> <li>3. Approach to the guest from right side.</li> <li>4. Get excuse and announce the serving beverage</li> <li>5. If necessary open the bottle slowly to allow escape the gas.</li> <li>6. Handle glass, by the base or stem at almost 45 degree slant.</li> <li>7. Pour the beer gently in the glass with 3/4 of the glass and let it rest for while and finally add to from a head.</li> <li>8. Place glass on the guest's right hand side.</li> <li>9. Greet the guest to enjoy the beer and for good time.</li> <li>10. Follow up the service and refill the beer if necessary.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <ul style="list-style-type: none"> <li>• Guests to whom to serve beer inside the out premises</li> </ul> <p><b><u>Task (What):</u></b></p> <ul style="list-style-type: none"> <li>• Serve the beer.</li> </ul> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Neat and clean equipments</li> <li>• Beer should be served chilled 4°C to 6°C.</li> <li>• Beer must not be flat.</li> <li>• There should be no spilling of beverage</li> </ul>	<p><b><u>Serve Beer</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Beer and types</li> <li>• Storage of beer</li> <li>• Serving temperature</li> <li>• Beer glassware</li> <li>• Technique and skill of handling tray</li> <li>• Service procedure of beer</li> <li>• General idea of Responsible Alcohol service.</li> </ul>

**Required tools/equipment:** Bottle Opener, beer glass/goblet/pilsner,

**Safety:** stack bottle and glass so they are well balanced and safe to carry.

## Task Analysis

**Time: 10 hrs**  
**Theory: 2 hrs**  
**Practical: 8 hrs**

### Task 5: Serve the Wine

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Collect the supportive tools for wine as per order. [i.e. wine basket, ice bucket and stand for white, rose &amp; sparkling wine, decanter for aged red wine]</li> <li>3. Get excuse</li> <li>4. Place appropriate glasses on the table right side of the guest.</li> <li>5. Present the sealed wine to guest or host from guest right side.</li> <li>6. Open the wine with help of wine opener without disturbing the bottle.</li> <li>7. Wipe the inside of the neck with a clean cloth.</li> <li>8. Attract the host's attention and pour a small amount into his glass for tasting.</li> <li>9. If the host indicates approval, pour the wine lady first and around the person.</li> <li>10. Pour or serve the wine and place remaining beside to the guest.</li> <li>11. Follow up the service or refill the wine.</li> </ol>	<p><b><u>Condition (Given):</u></b> Guests to whom to be serve wine.</p> <p><b><u>Task (What):</u></b> Serve the wine</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> </ul> <p><b>Wine Temperature</b></p> <ul style="list-style-type: none"> <li>• Still, white table wines: varying between 10 and 12°C should be maintained. <i>Sweet whites are served at a lower temperature as compared to fruity whites.</i></li> <li>• Sparkling wines: These must be well chilled between 6 and 8°C. <i>Champagne is served more chilled than any other sparkling wines.</i></li> <li>• Red wines: 14 to 18°C is ideal. <i>Light reds are served at lower temperatures in comparison to fuller reds</i></li> <li>• Neat and clean equipment</li> <li>• There should be no spilling of beverage</li> </ul>	<p><b><u>Serve the Wine</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to wine</li> <li>• Types of wine</li> <li>• General idea of common grapes and regions</li> <li>• Wine serving temperature</li> <li>• Dedicated glassware for the wines</li> <li>• Wine presentation process</li> <li>• Wine opening process</li> <li>• Decantation process</li> <li>• Wine tasting process</li> <li>• Service procedure of wine</li> <li>• General idea of ideal food for various wines.</li> <li>• General idea of Responsible Alcohol service.</li> </ul>

**Required tools/equipment:** wine opener, ice bucket, wine basket, decanter, wine glass.

**Safety:** There should be no spilling of wine. In the case of sparkling wine corked should be facing at vacant area or at ceiling.

## Task Analysis

**Time: 10 hrs**  
**Theory: 2 hrs**  
**Practical: 8 hrs**

### Task 6: Serve Distilled Alcoholic Beverage

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Collect the supportive tools and accompaniment for spirit as per order [i.e. ice bucket, spirit decanter, appropriate glasses for spirit] and arrange in slaver.</li> <li>3. Pour a peg of spirit in appropriate glass; serve ice and other accompaniment as per demand.</li> <li>4. Confirm the guest cover with right order.</li> <li>5. Serve the distilled alcoholic beverage from right side of the guest.</li> <li>6. Follow up the service responsibly and refill the beverage</li> <li>7. Remove the soiled glassware.</li> </ol>	<p><b><u>Condition (Given):</u></b> To Guests whom to serve distilled alcoholic beverage</p> <p><b><u>Task (What):</u></b> Serve Distilled Alcoholic Beverage</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Neat and clean equipments and glassware.</li> <li>• Suitable garnish and right accompaniment</li> <li>• There should be no spilling of beverage.</li> </ul>	<p><b><u>Serve Distilled Alcoholic Beverage</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to distilled alcoholic beverage</li> <li>• Types of distilled alcoholic beverage</li> <li>• Glassware for distilled alcoholic beverage</li> <li>• Technique and skill of handling tray</li> <li>• Supportive tools and accompaniment</li> <li>• Standard portion and service procedure.</li> <li>• General idea of Responsible Alcohol service.</li> </ul>

**Required tools/equipment:** Slaver, ice bucket, ice tong, spirit decanter, etc.

**Safety:** There should be no spilling of beverage

## Task Analysis

**Time: 4 hrs**  
**Theory: 1 hrs**  
**Practical: 3 hrs**

### Task 7: Serve Nepali Traditional Alcoholic Beverage

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction;</li> <li>2. Obtain alcohol as per order [eg. Fermented beverage- Chhyang/J(Tho), Brew Beverage – Tomba, Distilled Beverage – Aela (Raksi).</li> <li>3. Approach to guest and place bowl (kholacha) for chhyang, salicha/ paala (handmade clay container) for aela (raksi) and copper pot with hollow stick for tomba along with hot water jug from the right hand side of guest.</li> <li>4. Pour slowly and gently chhyang from soma (alcohol jar or jug), aela from aunti (special metal design jar or jug) by stretching pour up and down.</li> <li>5. Leave the soma, aunti in front of guest table in case of bulk order.</li> <li>6. Follow up the service and refill the chhyang bowl, salicha or replace hot water jug for tomba.</li> </ol>	<p style="text-align: center;"><b><u>Condition (Given):</u></b></p> <p>Guest, Restaurant and Bar</p> <p style="text-align: center;"><b><u>Task (What):</u></b></p> <p>Serve Nepali Traditional Alcoholic Beverage</p> <p style="text-align: center;"><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Server should be well groomed and hygienic.</li> <li>• Equipment and tools should be neat and clean</li> <li>• Beverage should be portable.</li> </ul>	<p><b><u>Water service:</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Nepalese Traditional Alcoholic Beverage. (Tho, Alea, Tomba)</li> <li>• Knowledge of appropriate traditional equipment and tools for Nepalese beverage; bowl (kholacha) for chhyang, salicha/ paala (handmade clay container) for aela (raksi) and copper pot with hollow stick for tomba along with hot water jug</li> <li>• Pour skill by stretching pour up and down (<i>traditional way</i>).</li> <li>• General concept of Responsible Alcohol Service</li> </ul>

**Required tools/equipment:** Tray, waiter cloth, dolly paper, underline, kholacha, salicha/ paala, aunti, tomba copper pot, hollow metal stick, water jug.

**Safety:** do not spillage the beverage  
Be aware regarding Nepalese alcoholic beverage.

## Task Analysis

**Time: 7 hrs**  
**Theory: 1 hrs**  
**Practical: 6 hrs**

### Task 8: Serve Pre-Plated Food

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Ensure if there is any food allergy then post the order to kitchen.</li> <li>3. Collect the necessary cutleries and place them in table cover if required.</li> <li>4. Ensure the table is clean, water glass is full and accompaniments are placed in table.</li> <li>5. Collect the ordered food from kitchen.</li> <li>6. Approach towards to the guest from right side and served food by announcing dish name.</li> <li>7. Follow up and refill the water glass.</li> <li>8. Remove the soiled plates and cutleries after consumption.</li> <li>9. Crum down the table if necessary.</li> <li>10. Follow up and confirm if there is any further order to be served.</li> <li>11. Follow up for the guest satisfaction.</li> <li>12. Clear the table and reset up if required.</li> </ol>	<p><b><u>Condition (Given):</u></b> Guest, restaurant, pre-plated food, waiter/ess</p> <p><b><u>Task (What):</u></b> Serve pre-plated food</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Server should be presentable and hygienic.</li> <li>• Food should be presentable and in right temperature.</li> <li>• There should be quick response and eye for details.</li> <li>• Right food for right guest.</li> </ul>	<p><b><u>Serve Food in Pre-Plated/American Style</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Pre-plated service</li> <li>• Technique and skill of handling tray</li> <li>• Technique and skill of handling plate</li> <li>• Serving Dishes Knowledge</li> <li>• Water service</li> <li>• Crumbing down and clearance process</li> </ul>

**Required tools/equipment:** Paper Napkin, waiter's cloth, Side plate, Cutleries, Picher, Water glass. Bushing tray.

**Safety:** There should be no spillage of food & beverage.  
Don't touch the food with naked hand.

## Task Analysis

**Time: 7 hrs**  
**Theory: 1 hrs**  
**Practical: 6 hrs**

### Task 9: Serve Food from Platter to Plate

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Ensure if there is any food allergy then post the order to kitchen.</li> <li>3. Collect the necessary cutleries and place them in table cover if required.</li> <li>4. Ensure the table is clean, water glass is full and accompaniments are placed in table.</li> <li>5. Serve the hot plate from right side of guest.</li> <li>6. Ladies and elder citizen must serve first.</li> <li>7. Collect the ordered food platter from kitchen.</li> <li>8. Approach towards to the guest from left side with platter and service spoon &amp; fork.</li> <li>9. Serve the food from left hand side of guest.</li> <li>10. Portion the food and ensure the equal portion for each guest to be share.</li> <li>11. Place the remaining food palter on the guest table.</li> <li>12. Greet to the guest to enjoy the meal.</li> <li>13. Follow up and refill the water glass.</li> <li>14. Remove the soiled plates and cutleries after consumption.</li> <li>15. Crum down the table if necessary.</li> <li>16. Follow up and confirm if there is any further order to be served.</li> <li>17. Follow up for the guest satisfaction.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Restaurant, table with guest, platter food, service equipment and guest plate.</p> <p><b><u>Task (What):</u></b></p> <p>Serve from platter to plate</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Server should be presentable and hygienic.</li> <li>• Food should not spill during service.</li> <li>• Server should have full confidence in service.</li> <li>• There should be quick response and eye for details.</li> </ul>	<p><b><u>Serve Food from Platter to Plate</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to platter to plate service</li> <li>• Service rules</li> <li>• Technique and skill of handling tray</li> <li>• Technique and skill of handling plate</li> <li>• Technique and skill of handling service spoon and service fork</li> <li>• Food plating and portioning technique.</li> <li>• Serving Dishes Knowledge</li> <li>• Crumbing down and clearance service</li> </ul>

**Required tools/equipment:** Paper Napkin, Waiter cloth, side plate, Cutleries, Platter, Service spoon & fork.

**Safety:** There should be no spilling of beverage

## Task Analysis

**Time: 7 hrs**  
**Theory: 1 hrs**  
**Practical: 6 hrs**

### Task 10: Perform Room Service

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Take the order and ensure if there is any food allergy then post the order to kitchen.</li> <li>3. Collect the necessary cutleries and crockery place them in room service trolley or tray.</li> <li>4. Ensure all the order foods and accompaniments are ready to deliver.</li> <li>5. Approach to the guest room and knock gently by announcing room service.</li> <li>6. Greet to guest with cheerful and take permission for land the tray or park the trolley.</li> <li>7. Take permission to arrange for the consumption.</li> <li>8. Ensure to the guest all the ordered foods are delivered.</li> <li>9. Make sign the bill to ensure the room service of food.</li> <li>10. Greet to the guest to enjoy the meal depart from guest room.</li> <li>11. Follow up and remove the soiled plates and cutleries after consumption.</li> <li>12. Follow up for the guest satisfaction as well.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Guestroom with guest, room service trolley with food, all required cutlery, crockery, glassware and hollowware</p> <p><b><u>Task (What):</u></b></p> <p>Serve food to guest room</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Server should be presentable and hygienic.</li> <li>• Food should not spill during service.</li> <li>• Server should have full confidence in service.</li> <li>• There should be quick response and eye for details.</li> <li>• Follow up and clearance should be performing with in 20minutes or as per guest request.</li> </ul>	<p><b><u>Perform Room Service</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Room service</li> <li>• Room service rules</li> <li>• Greeting and socializing knowledge.</li> <li>• Serving Dishes Knowledge</li> <li>• Cutleries, crockery and hollowware for room service</li> <li>• Room service trolley uses and handling skill.</li> <li>• Room service procedure</li> <li>• Billing procedure of room service</li> </ul>

**Required tools/equipment:** Napkin, Cutleries Cookeries, Tray, Trolley, Lid to cover food.

**Safety:** Push the room service trolley; lock the wheel when trolley is parked.

## Task Analysis

**Time: 5 hrs**  
**Theory: 1 hrs**  
**Practical: 4 hrs**

### Task 11: Perform Buffet Service

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive instruction</li> <li>2. Ensure the all the food items are displayed in buffet tables as per order or menu.</li> <li>3. Ensure and arrange the necessary cutleries and crockery and place them right order in buffet table.</li> <li>4. Greet to guest with cheerful and assist to make them sit.</li> <li>5. Serve water to guest from right side of guest.</li> <li>6. Ensure if guest have any order beverage with meal. <i>[applicable only in Buffet restaurant]</i></li> <li>7. Clear the soiled crockery and cutleries after each course, as guest move for next course.</li> <li>8. Follow up and remove the soiled plates and cutleries after consumption.</li> <li>9. Crum down the table if necessary.</li> <li>10. Follow up for the guest satisfaction as well.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Buffet venue, cooked food, alcoholic and non-alcoholic beverage, guests.</p> <p><b><u>Task (What):</u></b></p> <p>Perform buffet service</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed the steps</li> <li>• Server should be presentable and hygienic.</li> <li>• Prompt response and eye for detail.</li> <li>• Clearance should be performing in just in right time.</li> </ul>	<p><b><u>Serve Buffet Service</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Buffet service</li> <li>• Type of buffet service &amp; layout</li> <li>• Buffet service layout process</li> <li>• Rules and process of buffet service</li> <li>• Serving Dishes and food courses Knowledge</li> <li>• Cutleries, crockery and hollowware</li> <li>• Water service</li> <li>• Crumbing down and clearance process</li> </ul>

**Required tools/equipment:** Napkin, Cutleries, Cookeries, Tray, etc.

**Safety:** There should be no spillage of food & beverage

## Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

### Task 12: Serve Food in Nepalese Traditional Style

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Collect the necessary neat and clean cutleries and place them in table cover if required.</li> <li>3. Approach to guest and get excuse to make them hand wash.</li> <li>4. Approach to guest with Karuwa full of water and brass container (Bata) to make guest wash hand.</li> <li>5. Pour water slowly and gently above Bata.</li> <li>6. Collect the ordered food from kitchen.</li> <li>7. Approach to guest and serve food as per instruction i.e. pre-plated or platter to plate.</li> <li>8. Serve senior citizen first as far as possible.</li> <li>9. Announcing dish name during service.</li> <li>10. Follow up the service and refill the water glass.</li> <li>11. Ensure guests are finished with food.</li> <li>12. Get excuse and remove the soiled plates and cutleries as required.</li> <li>13. Again Approach to guest with Karuwa full of water and empty brass container (Bata) to make guest wash hand.</li> <li>14. Present the fresh towel to make their hand dry.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Restaurant / dining area with full equipment and tools</p> <p><b><u>Task (What):</u></b></p> <p>Serve food in Nepalese Traditional style</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed steps</li> <li>• Server should be well groomed and hygienic.</li> <li>• Equipment and tools should be neat, clean and shine.</li> <li>• Satisfaction &amp; cheerful should reflection..</li> <li>• There should be no spilling of food and beverage.</li> </ul>	<p><b><u>Serve Food in Nepalese Traditional Style</u></b></p> <ul style="list-style-type: none"> <li>• Introduction to Nepalese Traditional dishes and courses.</li> <li>• Knowledge of appropriate traditional equipment and tools for Nepalese food</li> </ul>

**Required tools/equipment:** Slaver, Karuwa, Bata, Waiter Cloth, Napkin, Platter, Fresh towel, etc.

**Safety:** There should be no spilling of food and beverage

## Module 7: Bill Settling and Closing

**Time: 6 hours Theory + 16 hours practical = 22 hours**

### **Description:**

It consists of the skills and knowledge related to performing Bill Settling and Closing activities. Under this module there are tasks related to performing Bill Settling and Closing necessary to be performed by a waiter or waitress. Each task structure consists of related task steps, terminal performance objective, and minimum technical knowledge necessary to perform that very task.

### **Objectives:**

After its completion the trainees will be able:

- 1 Follow up the service
- 2 Prepare/ Present the bill
- 3 Farewell the guest
- 4 Prepare inventory
- 5 Prepare sales report
- 6 Hand over/ Close shift

### **Tasks:**

To meet these objectives trainees are expected to get proficiency on the following tasks:

- 1 Follow up the service
- 2 Prepare/ Present the bill
- 3 Farewell the guest
- 4 Prepare inventory
- 5 Prepare sales report
- 6 Hand over/ Close shift

# Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

## Task 1: Follow up the service

Steps	Terminal performance objective	Related technical knowledge
7. Receive complete instruction 8. Approach to the guest table in good manner. 9. Look at the guest with eye contact & warm smile. 10. Get excuse!! Politely ask them for any-additional food & beverage they would like to add & re -fill. 11. Check dining experience with the guest. 12. Maintain distance minimum 1(one) meter away from guest table 13. Listen to the guest feedback & make them feel like they're really important & valuable. 14. Thanks to the guest for their each comment. 15. Note down all positive & negative in the communication log-book. 16. Thanks to the guest. 17. Keep records	<p><b><u>Condition (Given):</u></b>            Guests are at dining in the restaurant            F &amp; B waiter will follow up about service experience</p> <p><b><u>Task (What):</u></b>            Follow up &amp; check the service</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Carefully applied suggestive up selling technique.</li> <li>• No argument &amp; no complaint occurred.</li> </ul>	<p><b><u>Follow up the service:</u></b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Institutional manner</li> <li>• Good communication skill &amp; good in listener.</li> <li>• Product knowledge.</li> <li>• Aware of Hotel or restaurants extra F &amp; B activity.</li> <li>• Confidence &amp; Situational facial expression.</li> <li>• Avoid any kind of itching &amp; touching hair, ears &amp; nose during the conversation with guest</li> </ul>

**Required tools/equipment:** Writing pad, pencil, lighter, opener, KOT & BOT.

**Safety:**

Don't take any liability if guest try to complaint about food borne illness, food allergy.  
 There should not be any argument & interruption during the process.

## Task Analysis

**Time: 4 hrs**  
**Theory: 1 hrs**  
**Practical: 3 hrs**

### Task 2: Prepare/present/settle the bill

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Collect all right KOTs &amp; BOTs</li> <li>3. Ensure all served F &amp; B are included in prepared bill.</li> <li>4. Bill must be clean, accurate and free of spills or stains.</li> <li>5. Keep the bill inside the bill pad/folder.</li> <li>6. Politely ask for excuse before placing the bill.</li> <li>7. Present the bill to the host from his/her right side on the table along with a Hotel or Restaurant Company's logo pen.</li> <li>8. Inform to guest about the bill.</li> <li>9. Stand right behind the guest and wait for payment.</li> <li>10. Once you get signal, collect the bill with payment using by right hand.</li> <li>11. Thanks to the guest.</li> <li>12. Go to the cash counter check the payment &amp; settle down the bill accordingly.</li> <li>13. If there's any balance, money must return back to the guest immediately.</li> <li>14. If applicable, ask guest to fill company comment card including their dining experience with us.</li> <li>15. Collect the bill folder when guest left the table</li> <li>16. Keep records</li> </ol>	<p><b><u>Condition (Given):</u></b> Situation in the restaurant Waiter will perform Preparing &amp; presenting the bill to guest.</p> <p><b><u>Task (What):</u></b> Prepare/ present/settle the bill</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Bill prepared accurately according to KoT &amp; BoT.</li> <li>• Bill presented within 3 minutes after guest requested for the bill.</li> <li>• Bill folder clean &amp; odorless with a company's logo pen.</li> <li>• Bill Presented to the Host.</li> <li>• Bill Settled</li> <li>• Waiter's had thank to guest for payment.</li> </ul>	<p><b><u>Prepare &amp; present the bill:</u></b></p> <ul style="list-style-type: none"> <li>• Information of items</li> <li>• Type (manual or system)</li> <li>• Information of billing process.</li> <li>• Presenting technique &amp; skill.</li> <li>• Short &amp; common inquiry about product quality &amp; service while presenting bill.</li> <li>• Know about foreign currency policy &amp; procedure.</li> <li>• Accounting &amp; Cash management</li> <li>• Honest &amp; quick.</li> </ul>

**Required tools/equipment:** Bill folder, Pen, Bill & Comment card.

**Safety:** Do not attempt to take & ask for tips to guest.

Must know about exchange policy & procedure of foreign currency

## Task Analysis

**Time: 3 hrs**  
**Theory: 1 hrs**  
**Practical: 2 hrs**

### Task 3: Farewell the guest

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Ensure that guest had settled /cleared all bills.</li> <li>3. Assist the guest by pulling the chairs back gently if they're trying to stand up.</li> <li>4. Always elder people first while pulling back each guest chairs. <ul style="list-style-type: none"> <li>• Follow "lift &amp; pull" principle while pulling back the guest chairs.</li> </ul> </li> <li>5. Thanks to the guest for visit and wish them according to time of the day while making fond farewell.</li> <li>6. Assist the guest if there's any disable guest.</li> <li>7. Ask guest to drop /leave their personal or company's visiting card.</li> <li>8. Maintain the body posture and gestures with cheerful face.</li> <li>9. Should have warm smile, eye contact, good tone of voice while conversation with guest</li> <li>10. Ask / joyful invite to the each guest for visit again.</li> </ol>	<p><b><u>Condition (Given):</u></b>  Restaurant in situation  Waiter has to perform hosting, farewell the guest</p> <p><b><u>Task (What):</u></b>  Farewell the guest</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed all steps.</li> <li>• No complain, no ignorance, and inattention while fare walling to guest.</li> <li>• Guest left happily.</li> </ul>	<p><b><u>Farewell the guest :</u></b></p> <ul style="list-style-type: none"> <li>• Greeting</li> <li>• Respect &amp; courtesy.</li> <li>• Show natural hospitality service.</li> <li>• Good communication skill</li> <li>• Body language.</li> <li>• Offer &amp; joyful invite to each guest for visit again in the future.</li> </ul>

**Required tools/equipment:** Pen, note pad

**Safety:**

Clear all the walking passage so that guest can walkthrough & easy to leave.

Guest permission must be taken while moving back chair in order to avoid the accident

# Task Analysis

**Time: 4 hrs**  
**Theory: 1 hrs**  
**Practical: 3 hrs**

## Task 4: Prepare Inventory

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive the instruction.</li> <li>2. Collect &amp; prepare the sales report of each item.</li> <li>3. Count all the items physically</li> <li>4. All internal &amp; external transfer paper must be included in the process.</li> <li>5. Check the expiry date of all the items thoroughly if found any then track down immediately include in process.</li> <li>6. Ensure followed FIFO system to avoid the expiration of products</li> <li>7. Product label should be faced in front side to make it easier to find items.</li> <li>8. Ensure followed breakage record &amp; include in the process.</li> <li>9. Items should be Calculated/ counted accurately.</li> <li>10. Inventory list are clearly indicated &amp; specified that alcoholic &amp; nonalcoholic beverage, soft beverage, grocery, dairy, meat etc</li> <li>11. Prepare and approve it; if there is any requisition or purchase order.</li> <li>12. Keep records.</li> </ol>	<p><b><u>Condition (Given):</u></b>            Running restaurant            With inventory preparation</p> <p><b><u>Task (What):</u></b>            Preparing inventory</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed proper steps</li> <li>• All the items counted physically using by calculator, writing pad&amp; pencil.</li> <li>• No variance occurred between ideal &amp; actual unit.</li> </ul>	<ul style="list-style-type: none"> <li>• Importance</li> <li>• Timeframe &amp; procedure.</li> <li>• Product knowledge.</li> <li>• Precaution &amp; awareness.</li> <li>• Cleanliness.</li> <li>• Forms &amp; format.</li> <li>• Optimum temperature knowledge.</li> <li>• Breakage documentation knowledge.</li> <li>• Storage idea &amp; skill.</li> </ul>

**Required tools/equipment:**

Calculator, pen, writing pad& hand gloves.

**Safety:**

Using the FIFO formula will avoid/ minimize expiring items.  
 The process of wrong inventory may impact on cost controlling.

## Task Analysis

**Time: 4 hrs**  
**Theory: 1 hrs**  
**Practical: 3 hrs**

### Task 5: Prepare sales report

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Check billing if error occurred has pending/ remaining to settle</li> <li>3. Complete / settle down all kind of bill payment.</li> <li>4. Ask permission to shift in-charge for to raise shift report.</li> <li>5. Ensure that total cash &amp; credit sales match in the system.</li> <li>6. Report should be printout within the timeframe of serving period</li> <li>7. Write /mention necessary sales information in the logbook highlighting&amp; segregating the food, beverage, tobacco &amp; miscellaneous.</li> <li>8. Fill the sales report format as provided by establishment.</li> <li>9. Make a detail of shift sales summery.</li> <li>10. Ensure that all types of credit slip &amp; debit slips are accurate.</li> <li>11. Put all the credit-slip &amp; cash inside the envelope mentioning all kind of denomination.</li> <li>12. Deposit in the safety box.</li> </ol>	<p><b><u>Condition (Given):</u></b>            In the restaurant situation Sales report prepared at the end of shift by waiter.</p> <p><b><u>Task (What):</u></b>  <b>Preparing sales report</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed safety &amp; security steps or procedure.</li> <li>• An accurate sales report has to be made within the timeframe of serving period.</li> <li>• Documented &amp; filled supporting forms and format.</li> </ul>	<p><b><u>Prepare sales report:</u></b></p> <ul style="list-style-type: none"> <li>• Importance.</li> <li>• Training</li> <li>• type</li> <li>• Skill &amp; process.</li> <li>• Documentation.</li> <li>• Responsibility.</li> <li>• Maintain the log- book.</li> <li>• Followed Safety &amp; security system.</li> </ul>

**Required tools/equipment:** Writing pad, pencil, lighter, opener, KOT & BOT.

**Safety:** Ensure that debit & credit card payment slip are signed by guest & accurate. Always use envelope or money bag while delivering/ transferring in the safety box.

## Task Analysis

**Time: 4 hrs**  
**Theory: 1 hrs**  
**Practical: 3 hrs**

### Task 6: Hand over / close shift

Steps	Terminal performance objective	Related technical knowledge
<ol style="list-style-type: none"> <li>1. Receive complete instruction</li> <li>2. Check &amp; complete the entire F &amp; B duty checklist worked accordingly.</li> <li>3. Check &amp; complete all restaurant operational task by team.</li> <li>4. Make a day /shift sales report of the restaurant, no variance found in cash management.</li> <li>5. Share/ relay information about upcoming &amp; ongoing special activities of the restaurant &amp; hotel in the logbook.</li> <li>6. Segregate the soiled linen and track it in the linen exchange book.</li> <li>7. Guest tables, side stations, bar area are clean &amp; taken necessary inventory.</li> <li>8. Restaurants back areas are clean &amp; tidy also no remaining mesa en place left.</li> <li>9. Close &amp; put off electric sockets, appliance &amp; unusual lights.</li> <li>10. Have a short team meeting (debriefing) and discussed about service quality.</li> <li>11. Dusting, cleaning issues are to be communicated with house- keeping department.</li> <li>12. Close all entrance &amp; exit doors for safety &amp; security propose.</li> <li>13. Hand over all the keys in security office which are belongs to restaurant.</li> </ol>	<p><b><u>Condition (Given):</u></b>            Situation in the restaurant Hand over/ close shift will be performed by waiter at end of shift.</p> <p><b><u>Task (What):</u></b>            hand over/close shift</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• All steps for closing/ hand over are followed.</li> <li>• All safety &amp; security procedure are followed.</li> <li>• There have no any soiled plates on guest tables &amp; side station.</li> <li>• Everything has went off well &amp; smoothly.</li> </ul>	<p><b><u>Hand over/ close shift:</u></b></p> <ul style="list-style-type: none"> <li>• Know the Responsibilities.</li> <li>• Followed Process.</li> <li>• Cleanliness.</li> <li>• Communication with internal department.</li> <li>• Adapted Safety &amp; Security policy.</li> <li>• Followed Save energy principle</li> <li>• Documentation.</li> <li>• Maintain log book.</li> </ul>

**Required tools/equipment:** Checklist, Pen, F&B logbook, keys & Linen.

**Safety:** Ensure followed proper policy & procedure of closing.

## मोड्युल ८: उद्यमशीलता विकास (Entrepreneurship Development)

समय : १८ घण्टा (सै) + २२ घण्टा (प्र) = ४० घण्टा

**वर्णन (Discription):** आफ्नै व्यवसाय/लघु उद्यम सुरु गरी स्वरोजगार हुन चाहने व्यक्तिहरुको लागि आवश्यक ज्ञान तथा सीपयुक्त जनशक्ति तयार गर्ने उद्देश्यले यो उद्यमशीलता विकास सम्बन्धी सबमोड्यूल तयार पारिएको हो । यसमा उद्यमको परिचय, उपयुक्त व्यवसायिक विचारको खोजी, व्यावसायिक योजना तयारीको लागि व्यावसायिक विचारको विकास जस्ता विषय वस्तुहरु समावेस गरिएका छन् ।

### उद्देश्य (Objectives):

यस मोड्यूलको समापन पछि विद्यार्थीहरुले निम्न कार्यहरु गर्न सक्षम हुनेछन्:

१. उद्यम तथा स्वरोजगारको अवधारणा बुझ्न ।
२. आफ्नो व्यवसायको लागि उपयुक्त हुने व्यवसायिक विचारको प्रस्फुटन गर्न ।
३. व्यावसायिक योजनाको तयारी गर्न ।
४. व्यवसायिक अभिलेख राख्न प्रशिक्षित हुन ।

### कार्यहरु

१. व्यवसाय/उद्यमको अवधारणा व्याख्या गर्ने ।
२. उद्यमशीलता सम्बन्धी मनोवृत्ति विकास गर्ने ।
३. सम्भावित व्यवसायिक विचारको श्रृजना गर्ने ।
४. व्यवसायिक योजनाको तयारी गर्ने ।
५. व्यवसायको आधारभूत अभिलेख तयारी गर्ने ।

क्र.सं.	कार्यहरु	सम्बन्धित प्राविधिक ज्ञान	समय (घण्टामा)		
			सै.	प्र.	जम्मा
१	व्यवसाय/उद्यमको अवधारणा व्याख्या गर्ने ।	<ul style="list-style-type: none"> <li>• व्यवसाय/उद्यमको परिचय</li> <li>• व्यवसाय/उद्यमको वर्गिकरण</li> <li>• लघु, साना तथा मझौला उद्योगको जानकारी</li> <li>• स्वरोजगारी र तलवी व्यक्तिको फाईदा तथा बेफाईदाहरु</li> </ul>	४		४
२	उद्यमशीलता सम्बन्धि मनोवृत्ति विकास गर्ने ।	<ul style="list-style-type: none"> <li>• सफलताको जिवनचक्र</li> <li>• जोखिम लिने मनोवृत्ति</li> </ul>	३		३
३	सम्भावित व्यवसायिक विचारको श्रृजना गर्ने ।	<ul style="list-style-type: none"> <li>• व्यवसायिक विचारको श्रृजना</li> <li>• व्यवसायिक विचारको मुल्याङ्कन</li> </ul>	१	२	३
४	व्यवसायिक योजनाको तयारी गर्ने । (प्रत्येक प्रशिक्षार्थीले १/१ वटा व्यावसायिक योजना तयार गरी प्रस्तुति गर्ने)	<ul style="list-style-type: none"> <li>• बजार तथा बजारीकरणको अवधारणा</li> <li>• वस्तु तथा सेवाको वर्णन</li> <li>• व्यवसाय गर्ने स्थानको छनौट</li> <li>• बजार हिस्साको अनुमान</li> <li>• प्रवर्द्धनात्मक कृयाकलाप</li> <li>• अचल सम्पत्ति तथा लागतको विश्लेषण</li> <li>• कच्चा पदार्थ तथा लागत मुल्याङ्कन</li> <li>• कार्यान्वयन प्रकृयाको वर्णन</li> </ul>	९	१८	२७

		<ul style="list-style-type: none"> <li>मानव संसाधन तथा लागत विश्लेषण</li> <li>शिर्षभार खर्च तथा युटिलिटीज विश्लेषण</li> <li>चालू पूजीको अनुमान तथा कूल आवश्यक पूजीको विश्लेषण</li> <li>वस्तुको उत्पादन लागत तथा मूल्य निर्धारण</li> <li>लगानीमा प्रतिफल तथा पार विन्दु विश्लेषण</li> <li>सूचना संकलन प्रकृया तथा निर्देशिका</li> </ul>			
५	व्यवसायको आधारभूत अभिलेख तयारी गर्ने ।	<ul style="list-style-type: none"> <li>दैनिक खाता (Day Book)</li> <li>विक्री खाता</li> <li>खरिद तथा खर्च खाता</li> <li>साहु असामी वा लिनु दिनु पर्ने खाता ।</li> </ul>	१	२	३
<b>जम्मा</b>			<b>१८</b>	<b>२२</b>	<b>४०</b>

**Textbooks:**

क) प्रशिक्षकहरूका लागि निर्मित निर्देशिका तथा प्रशिक्षण सामग्री, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद्,

२०६९

ख) प्रशिक्षार्थीहरूका लागि निर्मित पाठ्यसामग्री तथा कार्यपुस्तिका, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद्

(अप्रकाशित), २०६९

**Reference book:**

*Entrepreneur's Handbook, Technonet Asia, 1981*

## मोड्युल ९: लैंगिक समानता तथा सामाजिक समावेशिकरण

अवधि : १६ घण्टा (६ घण्टा सैद्धान्तिक + १० घण्टा प्रयोगात्मक)
विवरण : यस सह मोड्युलमा लैससासका अवधारणाहरू, लैससास मैत्री तालिम र काम गर्ने वातावरण, लैससास आधारित हिंसा र कार्यस्थलमा हुने लैससास आधारित दुर्व्यवहारलाई सम्बोधन गर्ने कार्यविधिहरू रहेका छन् ।
उद्देश्य : प्रशिक्षार्थीहरूमा लैससासका अवधारणाहरूको चेतना दिने, लैससास मैत्री तालिम र काम गर्ने वातावरणका साथै कार्यस्थलमा हुने लैससास आधारित दुर्व्यवहारलाई सम्बोधन गर्ने साधन प्रदान गर्ने
कार्यभार: क. लैससासका अवधारणालाई बुझ्ने ख. टीभीइटी क्षेत्रमा लैससास मुलप्रवाहीकरण बारे बुझ्ने ग. कार्यस्थलमा हुने लैंगिक दुर्व्यवहारलाई सम्बोधन गर्ने कार्यविधि बारे बुझ्ने

क्र. सं.	कार्य/सीपको चरण कदम Tasks/Skills Steps	सम्बन्धित प्राविधिक ज्ञान	अवधी		
			सैद्धान्तिक	प्रयोगात्मक	जम्मा
<b>लैससासका अवधारणाहरू प्रति परिचित हुनु</b>					
१.	लैससासका अवधारणाहरू बुझ्ने	<ul style="list-style-type: none"> <li>● लिंग र लैंगिक</li> <li>● लैंगिक कार्य र विद्यमान सामाजिक प्रणालीमा कार्य विभाजन</li> <li>● लैंगिक समानता/समता</li> <li>● विद्यमान सामाजिक प्रणालीमा सामाजिक बहिष्करण/समावेशिकरणको अवस्था</li> </ul>	१ घण्टा	२ घण्टा ३० मिनेट	३ घण्टा ३० मिनेट
<b>लैससास मैत्री तालिम र काम गर्ने वातावरण प्रति परिचित हुनु</b>					
२.	टीभीइटी क्षेत्रमा लैससास मैत्री काम गर्ने वातावरण बारे बुझ्ने	<ul style="list-style-type: none"> <li>● टीभीइटी क्षेत्रमा लैससास सम्बन्धि स्थापित मान्यता वा रुढिग्रस्त धारणा</li> </ul>	३० मिनेट	१ घण्टा	१ घण्टा ३० मिनेट
<b>कार्यस्थलमा हुने लैंगिक दुर्व्यवहारलाई सम्बोधन गर्ने तरिका बारे परिचित हुनु</b>					
३.	कार्यस्थलमा हुने लैससासमा आधारित दुर्व्यवहार बारे बुझ्नु	<ul style="list-style-type: none"> <li>● विभिन्न किसिमका लैससासमा आधारित दुर्व्यवहार (मौखिक, हाउभाउ, शारिरीक, अशिलल साहित्य वा लिखित र चित्रका प्रकार, मानसिक/भावनात्मक)</li> </ul>	१ घण्टा	३० मिनेट	१ घण्टा ३० मिनेट
४.	कार्यस्थलमा हुने लैससासमा आधारित दुर्व्यवहारलाई रोक्ने तरिका (ज्यालादारी रोजगारी र स्वरोजगारी)	<ul style="list-style-type: none"> <li>● ज्यालादारी काम वा स्वरोजगारमा हुने लैससासमा आधारित दुर्व्यवहार प्रति सजग हुने</li> <li>● यौन दुर्व्यवहार बढि हुने क्षेत्रहरू प्रति सजग हुने</li> <li>● आफ्नो पदको काम र जिम्मेवारीको बारे छल्लगं हुने</li> <li>● व्यवस्थापन/वा वरिष्ठ सहकर्मीहरूसगं विश्वास कायम गर्ने</li> <li>● संस्था/कम्पनीको कर्मचारी नीति बारे सजग हुने</li> <li>● गोप्यनियताको उजुरी गर्ने र परामर्श सहयोग लिने विधिहरू बारे सजग हुने</li> </ul>	१ घण्टा	१ घण्टा	२ घण्टा
५.	वैदेशिक रोजगारी र महिलाहरूका सवालहरू	<ul style="list-style-type: none"> <li>● अवस्था/आवश्यकताहरूको बारे सचेत हुने</li> <li>● विदेशमा नेपाली महिला कामदारहरू विरुद्ध हुने दुर्व्यवहार बारे सचेत हुने</li> <li>● महिलाहरू/पुरुषहरू विदेशमा काम गर्दा हुने सवालहरू बारे सचेत हुने</li> <li>● सरकारले विदेशमा जाने महिलाहरूका लागि गरेका प्रयासहरू बारे सचेत हुने</li> </ul>	१ घण्टा ३० मिनेट	४ घण्टा	५ घण्टा ३० मिनेट
६.	लैससास आधारित हिंसा विरुद्ध देशको कानून	<ul style="list-style-type: none"> <li>● लैससास आधारित हिंसा विरुद्ध देशको कानून बारे बुझ्ने</li> </ul>	१ घण्टा	१ घण्टा	२ घण्टा
<b>जम्मा घण्टा</b>			<b>६ घण्टा</b>	<b>१० घण्टा</b>	<b>१६ घण्टा</b>