

# Guidelines for Students

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1. Attendance and other requirements
2. Guidelines for reports
3. Performance Appraisal
4. IT briefing
5. Attendance record
6. Leave Card

All trainees must ensure that the log books and appraisals are signed by the departmental / sectional heads as soon as training in a particular department or section is completed.

Trainees are also advised to make a report on **all the four departments** of the hotel, on completion of training. A PowerPoint presentation on one department (on his / her choice based on the report) should be made. This will be presented in front of a select panel from the Institute and the Industry. It should be made for a duration of 10 minutes.

Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed.

**Students have to submit the following on completion of industrial training to the faculty coordinator at the Institute:**

1. Logbook.
2. Appraisals (from all the departments).
3. A copy of the training certificate.
4. IT Report on the departments (A-4 size paper, hand written, one side only)
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

## **Guidelines for making reports:**

The training report should include shift timings, duties and responsibilities, procedures, formats (pertaining to different sections of the department) and also the student's training schedule in the department, special observations etc.

### **1. FRONT OFFICE**

1. Acknowledgement
2. Index: Sr. No. Content Page No.
3. Introduction: a) History and growth of the hotel  
b) A brief description of the hotel you are training in
4. Front Office:
  - Organization mission statement
  - Introduction
  - Area of the hotel
  - The number and type of rooms
  - Rack rates
  - F & B outlets
  - Other services and facilities provided
  - Goals and strategies
5. Front office organization and hierarchy of staff
6. Duties and responsibilities of:
  - Sectional manager
  - Supervisor
  - Operational staff
7. Training schedule including floating week if done in the Front Office department
8. Layout / floor plan of section
9. Procedures & functions performed at various shifts.
10. Operational functions followed with interdepartmental relationships, etc.
11. Equipment used: heavy duty, manufacturer, special equipment, etc.
12. Task performed by trainees in each section – skills required, developed & knowledge gained.
13. Situation handling / special observations.
14. Suggestions for improvement
15. For each section or procedure attach forms / slips / reports generated.
16. Trainees may also attach pictures / brochures etc.

#### **Areas to be covered**

1. Reservation
2. Reception
3. Bell desk
4. Cashier /Business Centre / Airport Rep

### **2. HOUSEKEEPING**

1. Acknowledgement
2. Introduction

3. Housekeeping
  - Definition
  - Location in the hotel
  - No. Of rooms
  - Types of rooms Colour schemes used
  - Various suites, their names, specialties with regards to their names etc.
4. Housekeeping organization & hierarchy
5. Duties and responsibilities of
  - Executive house keeper
  - Asst. Housekeeper
  - Senior supervisors – floors & public areas
  - Supervisors
  - Room boys
  - Housemen, etc.
6. Layout/ floor plan
7. Procedure & functions performed at various sections in various shifts
8. Equipment used: Heavy duty – manufacturer of special equipment
  - Cleaning agents used (item, manufacturers, cost, use)
  - Various guest supplies- their costs
  - Room supplies used – bed sheets, blankets, pillows – their cost, size
9. Training schedule
10. Tasks performed by trainees at each section (in order of the training schedule)
  - Skills developed
  - Special observations
  - Situation handling
11. Department function – objectives & functions operations of housekeeping
  - Interdepartmental relationships and work procedures
  - Write briefly on pest control, laundry procedures, flower arrangements, lost and found procedures, etc.
  - Records and forms maintained
  - Observations and recommendations
12. Linen
13. Laundry
14. Suggestions for improvement of training

#### **Areas to be covered**

1. Floors
2. Public area
3. Linen / Laundry / Uniform room
4. HK Desk
5. Florist /HK Stores

### **3. FOOD PRODUCTION**

1. Introduction

2. Kitchen
  - Satellite kitchens
  - Their sections
4. Kitchen organization
  - Structure
  - Hierarchy
4. Training schedule (in order of training sequence)
5. For each kitchen
  - The F & B outlet it is serving
  - Kind of food / menu prepared in the kitchen / recipes
  - Breakup of the tasks performed in each section / shift
  - Observations & recommendations
  - Equipment used – heavy duty, manufacturers, cost, etc.
  - Work procedures, interdepartmental
  - Records / formats maintained- forms /slips/ reports
  - Stores/ purchases/ receiving
  - Indent sheet/issuing/stock cards etc.
6. Stores
7. Purchases
8. Receiving
  - Areas to be covered**
  - 1. Main Kitchen
  - 2. Garden Manager
  - 3. Butcher
  - 4. Bakery
  - 5. Restaurant kitchen / Stores
    - Layout of kitchens
    - Brand names of equipment used

#### **4. FOOD & BEVERAGE SERVICE**

1. Acknowledgement
2. Introduction
3. Organizational chart – hierarchy
4. No. Of outlets
5. Training schedule

Per Section / outlet

Name of F & B outlet	No. of covers
Manager	Operating hours
Dimensions	Area per cover
Location of the outlet in the hotel information	Any other

1. Name/meaning/ambience
2. Outlet meaning hierarchy – state position & no. of each
3. Duties & responsibilities of – sectional manager, supervisor, operating staff
4. Type of cuisine & menu – photocopy of menu if possible
5. Type of service
6. Buffet service : sit down with covers / sit down without covers /standup / others
7. Buffet set up
8. Buffet equipment
9. Buffet food layout: illustrate by drawing, pictures, etc.
10. Entertainment – music / dancing /etc
11. Seating – tables – shapes  
Size/no./chairs/banquets/sofas/booths/etc.
12. List of equipment- Flatware, hollowware, cutlery, others, crockery- cost, use & silverware
13. Linen : cotton, linen, damask, synthetic
14. Table cloths, slip cloths, serviettes, tray cloths, uniforms for each post
15. Disposables – paper serviettes
16. Convenience foods – wafers
17. Pre portioned packs – sugar sachets
18. Proprietary products – sauces, juices
19. Cover setup
20. Side boards: no /ht/length/breadth/average no. of covers sold each day/ cover charge/  
average sales per day.
21. Table reservation procedure
22. Order taking procedure
23. Formats
24. Unique selling procedures
25. Briefing / debriefing
26. Duty roasters
27. Types of records and journals maintained
28. Interdepartmental relationships

### **BAR**

1. Name
2. Manager
3. Brief Description on the ambience & the name of the bar
4. Table covers
5. Length of the bar counter, height of the bar counter

#### **Counter seating**

6. Space between back bar & under bar
7. Operating hours
8. Organizational chart
9. Complimentary given with drinks
10. Popular cocktails
11. Other alcoholic beverages brands, price etc.

Spirits

Aperitifs  
Wines  
Liquors  
Beers  
Others  
House brands  
Pouring brands

12. Sales mix
13. Diagrammatic layout of back & under bar
14. Stock taking procedure / report
15. Bar equipment
16. Taxes, licenses required, cost of licenses, loss regarding sale of alcohol.

### **ROOM SERVICE**

1. Name of the manager
2. No. of rooms
3. Dimensions of the R.S. department
4. Operating hours
5. Organization chart (in pyramid form)
6. Duty rota
7. Mode of operation
  - a) Silverware
  - b) Crockery- list of all flatware, hollowware, cutlery, cost & name of manufacturers, others
  - c) Crockery – list of all types crockery in use & manufacturers
  - d) Glassware
  - e) Special equipment
  - f) Diagrammatic layout of room service department
  - g) Linen
  - h) Uniforms for each designation & costs
8. Layout of the presenting area for trays / trolleys
9. Trays – types, sizes, material, cost, purpose
10. Order taking procedure
11. Following formats to be drawn /collected / attached
12. RSOT control sheet, waiters card, tent card, door hangers
13. Task performed by trainee in each outlet
  - Skills mastered
  - Specific observation
  - Situation handling
  - Suggestions for improvement
  - Merits and demerits of training student

Separately write about banquets

**Areas to be covered**

1. Room service
2. Coffee shop
3. Banquets
4. Bar
5. Specialty restaurant

**DO'S & DON'TS**

1. Maintain good attendance. Less than **17 weeks of attendance** will mean that the training is incomplete and it will have to be completed in the academic year itself. Failing which the result will be withheld. **Two weeks of medical leave** can be given on medical grounds with **the support of a medical certificate**. ***The hotel as well as the institute should be informed of the same.***
2. Fill up your log books on a weekly basis and get them signed by the supervisors.
3. Appraisals should be taken when finishing with a section / department.
4. **No leave should be taken without prior permission.**
5. Department in which you are working as well as the training department should be informed when you are unable to come on duty. This should be done before the shift starts.
6. Follow the grooming standards of the hotel. Be well groomed always.
7. Any piece of uniform or any other article / belongings that you take to the hotel should be registered at the office time while entering the hotel. You should note the date, time and serial no. of the entry that you have made on the register so that when you take the article out of the hotel, there will not be a problem locating that entry.
8. Nothing belonging to the hotel should be on you when you leave the hotel premises after your shift, not even a pen or a toothpick. Check your pockets or bags to make sure that nothing belonging to the hotel is on you even by mistake.
9. Hotel phones should not be used to make personal calls.
10. Follow the rules and regulations of the hotel.
11. **Never go on duty drunk.**
12. Have a good rapport with the hotel staff but don't be too familiar. Remember that you are a trainee and the hotel is giving you an opportunity to learn. Make the most of it.

13. While working in a particular department you may come across some vital information. Do not divulge it as secrecy has to be maintained.
14. You may require some formats from a department to be used in your reports. Do not take them without permission (gate pass)
15. All departments are equally important do not insist on reducing the training duration in one department and increasing it in some other.
16. Start collecting matter for your report right from the beginning of your training. It is much easier to collect information and formats from the departments while you are still working there.
17. **Logbooks, appraisals, copy of training certificate, attendance sheet, leave card, training report on all the departments and a PowerPoint presentation on a CD of one department of your choice should be submitted at the institute on the due date given by the faculty coordinator.**
18. You get 10 minutes to make the presentation in front of a panel.
19. It is mandatory that students train in all the four core areas i.e. Front Office, Housekeeping, Food & Beverage Service and Food Production departments.

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## Forms and Formats for Industrial Training

### PERFORMANCE APPRAISAL FORM (PAF) Institutes of Hotel Management & Catering Technology

Name of the student: \_\_\_\_\_ NCHM&CT Roll No: \_\_\_\_\_  
 Institute: IHM, GOA \_\_\_\_\_ Duration: 5Weeks (30 working days)  
 Name of the Hotel: \_\_\_\_\_  
 From: \_\_\_\_\_ To: \_\_\_\_\_  
 Department: F&BS / FP / HK / FO

#### Appearance

Immaculate appearance, spotless uniform, well groomed hair, clean nails & hands	5
Smart appearance, crisp uniform, acceptable hair, clean nails & hands	4

Well presented, clean uniform, acceptable hair, clean nails & hands		3
Untidy hair, creased ill kept uniform, hands not clean at times		2
Dirty / disheveled, long / unkempt hair, dirty hands & long nails		1
<b>Punctuality / attendance (____ days present out of 30 days).</b>		
On time, well prepared, ready to commence tasks, attendance excellent	100%	5
On time, lacks some preparation but copes well, attendance very good	90%	4
On time, some disorganized aspects- just copes, attendance regular	80%	3
Occasionally late, disorganized approach, attendance regular	60%	2
Frequently late, not prepared, frequently absent without excuse	50%	1
<b>Ability to communicate (written / oral)</b>		
Very confident, demonstrates outstanding confidence & ability both spoken / written		5
Confident, delivers information		4
Communicates adequately, but lacks depth & confidence		3
Hesitant, lacks confidence in spoken / written communication		2
Very inanimate, unable to express in spoken or written work		1
<b>Attitude to colleagues / customers</b>		
Wins / retains highest regard from colleagues has an outstanding rapport with clients		5
Polite, considerate and firm well liked		4
Gets on well with most colleagues, handles customers well		3
Slow to mix, weak manners is distant has insensitive approach to customers		2
Does not mix, relate well with colleagues and customers.		1
<b>Attitude to supervision</b>		
Welcome criticism acts on it very cooperative		5
Readily accepts criticism and is noticeably willing to assist others		4
Accepts criticism but does not necessarily act on it		3
Takes criticism very personally and broods on it		2

Persistently disregards criticism and goes own way

1

**ATTENDANCE RECORD**

NAME:

IHM: GOA

HOTEL:

RES. PHONE NO.:

NO	WEEK	DEPT / SECTION	WEEKLY OFF (DATE)	LEAVE (DATES)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

**Training Manager's Signature:**

**LEAVE CARD**

NAME:  
HOTEL:

IHM: GOA  
RES. PHONE NO.:

FROM	TO	TOTAL NO. OF DAYS	REASON	HOD'S / SUPERVISOR'S SIGN	TRAINING MNGR'S SIGN	FACULTY COORDINATOR'S SIGN
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