

Skills Certification
For Working Service Providers
Guidelines

Trade	WAITER
Objective	Experienced service providers from the industry who have no formal training or certificate
Duration	Five days orientation.
Eligibility	In-service personnel
Admission	Through Advertisement and trade publicity on first come first served basis with minimum class size of 25 candidates
Fee	No course fee for trainees. Institute to pay @ Rs.200/- per day to trainee
Course Administration	To be delivered by Institutes of Hotel Managements (IHM) @ Pusa, New Delhi; Mumbai; Kolkata; Chennai; Bangalore; Goa and Hyderabad under the Capacity Building for Service Providers (CBSP) Scheme of the Ministry of Tourism, Government of India
Examination	Theoretical knowledge would be tested through Viva of max. 30 marks. Practical test of skills would be done comprising max. 70 marks. Based on the outcome of the test, candidates would be certified on grades of competence ie. Candidate securing between 60% to 70% Grade – III, 71% to 80% Grade – II and 81% and above Grade – I. Those unable to obtain minimum pass percentage of 60% can register again for the next test.
Certification	By the host Institute and NCHMCT



SKILL CERTIFICATION

TRADE - WAITER

COURSE CONTENT

S.No	TOPIC / TASKS
01.	Tourism
	Pride in Nation Tourism and you Your role in the industry
02.	Food & Beverage Service - Social Skills
	Importance of a friendly greeting – sequence of meet, greet and seat - good posture, good smile, eye contact, correct greeting
	What to say when taking an order
	What to say when serving an order
03.	Principles of Cleaning
	Reasons for cleaning – improve appearance, preserve life of item, prevent spread of infection and disease
	Cleanliness and guests – free from dust, dirt, stains, marks, cobwebs, grease,
	Cleaning techniques – washing, friction, suction, pressure, force
	Need for proper technique and equipment – cleaning agents and their use
04.	Personal Hygiene
	Importance and benefits of good personal hygiene – daily routine
	Why, when and how to correctly wash hands –hot water, soap, drying
	Body parts that harbour germs –nails, mouth, fingers, nose, hair, eyes, ears,
	Problems caused by boils, cuts, skin infections, smoking, eating, wearing of jewellery, nail polish, smoking
	Importance of uniform – dress code, personal appearance
	Symptoms of illness for staff – particularly food handlers, notify management
05.	Food & Beverage Terminology
06.	Cleaning the Restaurant



	Cleaning procedure – achieve standards
	Routine cleaning of furniture, fixtures, fittings, etc.
	Cleaning of Floors – correct method of sweeping, mopping, vacuuming
07.	Preparing for Service
	Role of the Restaurant – to provide food and beverages, served attractively, good service, enjoyable environment
	Restaurant Organisation – Manager (Maitre D’Hotel), Captains, waiters, trainees, duties, barman,
	Staffing, equipment, fixtures and fittings – linkages with other departments, kitchen, stores, stillroom, co-operation and team work, Layout- fire exit, safety, location of equipment/stations, IN and OUT doors. Stores- crockery, glassware, linen, wine cellar
	Mise-en-place (things in place) – check list method of preparation, equipment close at hand, less delay in service, professional, clean, organised, correct, stocked and displayed – for different service – breakfast, lunch, dinner
	Laying of Table – different shapes, sizes of tables and table cloths as per event. Table cloth to be clean, hygienic, starched, cloth in good condition, correct size. Laying of correct Doily. Cutlery and glassware as per order. Safety of handling, polishing, hygiene, carrying of glassware. Setting up of table
	Serviettes & Condiments – different folds, hygiene, filling of cruets, sugars, sauces, flower arrangements, decorations, wash vases
	Sideboard and Service Table – use, stocking, arrange, preparing, cleanliness
08.	Use of Tray
	Uses of a tray – salvers, advantages and disadvantages of different trays
	Tray Shapes and Composition – material of trays, stainless steel, plastic (laminated), wood, silver
	Loading of Tray – correct size, cleanliness, tray liner or serviette (cloth), heaviest item in centre, safety, balancing, unloading a tray
	Carrying positions – low carrying, hand and arm carrying, high carrying, safety and balance for each ,
	Laying a tray for a meal – depends on the customer’s



	order, choosing a tray
09.	Carrying & Clearing Plates
	Service Cloth – uses of clean waiter’s cloth for carrying cold and hot dishes, hygiene and safety. Position of arms, folds. Clean cloth, no smell, no holes and tears, carried properly
	Carrying plates – stacking using the waiters cloth, carrying of two or more hot or cold plates
	Clearing of Table
	Crumbing down – approaching the table, no inconvenience to guest, stacking, scraping of plates, placing used cutlery on first plate, using brush to crumb down, remove cruets, ash trays and condiments
10.	Customer Care
	Quality Service –provide high quality experience, to every customer, every time. From greeting the guest, giving information, dealing with special requests, saying good bye. Politeness. Share experiences
	Special Needs Group – Business traveller versus holiday maker. Elderly, children, disabled, different cultural backgrounds. Sensitivity, caring and professional approach to each
11.	Taking the Order
	Types of menus
	Sequence of presenting a menu
	Explaining menu items and making suggestions
	Salesmanship
	Taking the Order
12.	Placing Order to the Kitchen & Bar
	Placing an order properly in the kitchen and bar
	Pick up
13.	Food Service
	Order of Service –different styles of service, silver, family, plate. Sequence of work, order of serving guests, customs, etiquette, ladies first, host last. Serve from left clear from right
	Proper plates for different items - carrying of plates and dishes, wiping of plates using service cloth, order and method of placing plates on the table, temperature check for plates.
	Using Spoon and fork for service – transfer of food from



	dish or flat or deep dish to customer's plate using serving spoon and fork.
	Using different service items - Serving with two forks, serving with fish knife, using sauce boat and ladle, pie and cake slices. Marrow spoon. Other cutlery
	Sequence in serving meals – beverages, soups, main course, deserts
14.	Beverage Service
	Types – soft drinks, juices, non-alcoholic wines/beers, tea, coffee
	Equipment -
	Soft drinks
	Tea & Coffee
	Water & Ice
15.	First Aid & Emergencies
16.	Closing the Restaurant
	Soiled items – procedure for removing soiled linen, its removal, storing, send for washing,
	Preparing for next service – for the next day, layout of chairs/tables, crockery, cutlery lay up, service equipment, sideboards/service tables, food and beverage items, still room set up, garbage disposal
	Routine closing procedures – windows/doors, heating/cooling, electrical equipment, gas and fuel, garbage removal, music, bar cabinet, lights and candles, keys, guards and security



SKILL TEST FORM - WAITER

DATE: REGISTRATION NO:

NAME:

I. Skills Test: Maximum 70 marks

	Marks	Marks Obtained	<input type="text"/>
1. Grooming and Uniform	05		<input type="text"/>
2. Preparation of station and side board	10		<input type="text"/>
3. Setting up of tray for a specific service / meal	10		<input type="text"/>
4. Receiving guests and taking order	05		<input type="text"/>
5. Serving meal and beverage	30		<input type="text"/>
6. Clearing the table and settling the bill	10		<input type="text"/>
		Total (I):	<input type="text"/>

II. Knowledge Test – Viva: Maximum 30 marks

A bank of 100 questions will be prepared by the institute based on course content. 15 questions would be put to the examinee who would be awarded 02 marks each for correct answer.

Total (II):

Grand Total (I & II):

NAME OF EXAMINER - INTERNAL: _____ SIGNATURE _____

NAME OF EXAMINER - EXTERNAL: _____ SIGNATURE _____

NAME OF EXAMINER - EXTERNAL: _____ SIGNATURE _____

NOTE: The examiner will test skill of examinee based on tasks and situations

Centre: Institute of Hotel Management, _____

