

No.ST/EXAM/MOD/10/NC  
Dated: 15<sup>th</sup> December 2010

*Industrial Training*  
*Rule Book*  
*2010-2011*

# Industrial Rule Book

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Dear students,

As you prepare for your industrial training, go through these guidelines. Take your training to be an exposure to the industry that you are going to be a part of. As far as college curriculum is concerned, it is an assignment carrying 200 marks. That you can easily score with punctuality, Commitment and interest. It does not matter where you train. Every hotel, big or small has its own significance. If you train at a large 5 star deluxe hotel you get a very good exposure at the same time you may not get to work in certain specialized areas. On the other hand a smaller hotel may not have too many specialized areas but you get to handle responsibilities, which is a big learning in itself.

Industrial Training also gives you an opportunity to select the department that you are suitable for. Students can look for role models and know the profile desirable for the industry. You may face some difficult times as you are adjusting to the life of an “Employee” but don’t worry, you can address your concerns to the training manager and also can get in touch with the faculty coordinator if required. They will guide you. But never ever remain absent from work if you are not able to cope up. Speak to the personnel concerned about your difficulties and some solution will certainly come up.

It is also important to complete the training from one organization only. Institute does not approve of students changing hotels for their training. In case such need arises due to some emergencies, approval from the institute must be taken. Make sure you always have a scratch pad and a pen with you so that you can record the observations or write down any query that you have. Remember that you are the “Ambassador” of your institute and your conduct forms the image of the institute in the minds of the hoteliers. We expect you to be well behaved and well groomed always.

I have tried to include here information about industrial training, leave formalities, documents and reports that are to be submitted at the institute, performance appraisals ( you can make as many copies as you require), there is also an attendance sheet for you to maintain during your training and a leave card that can be used while applying for leave.

Best wishes and good luck!

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## Attendance Rules

Under the Semester system, compulsory industrial exposure has been provided for in SEM III/SEM IV comprising 17 weeks or 102 working days. A student can avail leave up to 15% or 15 days with prior permission of the Hotel and the Institute.

Institute Principal can condone additional 10% or 10 days on production of a medical certificate.

1. A SEM III industrial training student who has not been able to complete his/her industrial training will be allowed to continue in SEM IV for in-institute training. The student will be permitted to make good the shortfall during winter vacation. Such student will appear for industrial training Term-End examination along with SEM IV Term-End Examination.

Any student who is still not able to complete will undergo industrial training afresh during the next academic year and will not be promoted to SEM V.

2. A SEM IV industrial training student who has not been able to complete his/her industrial training within the specified time, will be allowed to make good during vacation prior to SEM IV Term-End Examination.

Any student who is still not able to complete will undergo industrial training afresh during the next academic year and will not be promoted to SEM V.

For the current academic year i.e. 2010-2011, 1st batch IT students, who are unable to attain the minimum required attendance, can make good during winter vacation i.e. 20.12.10 to 16.01.11 (24 working days) and during preparatory leave from 04.04.11 to 17.04.11 (12 working days).

Industrial Training for the 2nd batch concludes on 03.04.11. Shortfall, if any, can be made good from 04.04.11 to 01.05.11 (24 working days) and such students will appear for Term-End Examination from 02.05.11.

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Once the student has been selected / deputed for industrial training by the institute, he/ she shall not undergo IT elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial training on their own.

There will be no interchange of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

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 the department of their choice, on completion of training in that respective department.

A PowerPoint presentation on that department (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. It should be based on the same department that the report is being made in.

The presentation should include details about the department. For e.g.: In case of Kitchen Department, (Introduction of the Department, Hierarchy, Job responsibilities of the staff in the hierarchy, a brief description of the different outlet kitchens in the hotel, etc.)

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

## **MARKING PATTERN FOR INDUSTRIAL TRAINING PRESENTATION & REPORT:**

### **MARKING SCHEME:**

The following marking scheme may be followed:

Maximum Marks: **200** Pass Marks: **100**

- |  |                   |
|--|-------------------|
| (i) <i>Attendance</i> (for each attended day, a student will get 0.6 marks, E.g. student who has attended 90 days of industrial training will earn $90 \times 0.6 = 54$ marks and 77 days of Attendance will earn 46 marks). | <b>MARKS: 60</b>  |
| (ii) <i>Feedback on the basis of Performance Appraisal Form (PAF) received from Industry.</i>  | <b>MARKS: 40</b>  |
| (iii) <i>Grooming</i>  | <b>MARKS: 10</b>  |
| (iv) <i>IT Report assessment</i>   | <b>MARKS: 20</b>  |
| (v) <i>IT Log Book assessment</i>  | <b>MARKS: 20</b>  |
| (vi) <i>IT Report presentation and viva voce</i>   | <b>MARKS: 50</b>  |
| <b>TOTAL:</b>  | <b>MARKS: 200</b> |

## **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.

### **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. Tasks 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

## Guidelines for making reports

### HOUSEKEEPING

1. Acknowledgement
2. Index:           Sr. No. Content Page No.
3. Introduction : a.) history and growth of the hotel  
                          i. b.) a brief description of the hotel you are training in.
4. Housekeeping
  - a. Definition
  - b. Location in the hotel
  - c. No. of rooms
  - d. Types of rooms
  - e. Colour schemes used
  - f. Various suites, their names, specialties with regards to their names etc.
5. Housekeeping organization & hierarchy
6. Duties and responsibilities of
  - a. Executive house keeper
  - b. Asst. housekeeper
  - c. Senior supervisors – floors & public areas
  - d. Supervisors
  - e. Room boys
  - f. Housemen, etc.
7. Layout/ floor plan
8. Procedures & functions performed at various sections in various shifts
9. Equipment used: Heavy duty – manufacturer of special equipment
  - a. cleaning agents used (item, manufacturers, cost, use)
  - b. various guest supplies – their costs
  - c. room supplies used – bed sheets, blankets, pillows – their cost, size.
10. Training schedule
11. Tasks performed by trainee at each section ( in order of the training schedule)
  - a. Skills developed
  - b. Special observations
  - c. Situation handling
12. Departmental function – objectives & functional operations of housekeeping
  - a. Interdepartmental relationships and work procedures
  - b. Write briefly on pest control, laundry procedures, flower arrangements, lost and found
  - c. procedures, etc.
  - d. records and formats maintained
  - e. observations and recommendations
13. Linen
14. Laundry
15. 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

## **Guidelines for making reports**

### **FOOD PRODUCTION**

1. Acknowledgement
2. Index:           Sr. No. Content Page No.
3. Introduction : a.) history and growth of the hotel  
                          i. b.) a brief description of the hotel you are training in.
4. Kitchen
  - Satellite kitchens
  - Their sections
5. Kitchen organization
  - Structure
  - Hierarchy
6. Training schedule (in order of training sequence)
7. For each kitchen
  - The F&B outlet it is serving
  - Kind of food/ menu prepared in that kitchen/ recipes
  - Breakup of the tasks performed in each section/ shift
  - Observations & recommendations
  - Equipment used – heavy duty, manufacturers, cost, etc.
  - Work procedures, interdepartmental
  - Records/ formats maintained – forms/ slips/ reports
  - Stores/ purchases/ receiving
  - Indent sheet/ issuing/ stock cards etc.
8. Stores
9. Purchases
10. Receiving

### **Areas to be covered**

1. Main kitchen
2. Garde Manger
3. Butchery
4. Bakery
5. Restaurant kitchen/ Stores
6. Layout of kitchens
7. Brand names of equipment used



## Guidelines for making reports

### **FOOD & BEVERAGE SERVICE**

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. F & B Department : Organisational chart – hierarchy
5. No. of outlets
6. Training schedule
7. Per Section / outlet
  - a. Name of F&B outlet, No. of covers
  - b. Manager, Operating hours
  - c. Dimensions, Area per cover
  - d. Location of the outlet in the hotel, any other information
  
8. Name/ meaning/ambience
9. Outlet manning hierarchy – state position & no. of each
10. Duties & responsibilities of – sectional manager, supervisors, operating staff
11. Type of cuisine & menu – photocopy of menu if possible
12. Type of service
13. Buffet service : sit down with covers/ sit down without covers/ standup/ others
14. Buffet set up
15. Buffet equipment
16. Buffet food layout: illustrate by drawing, pictures, etc.
17. Entertainment – music/ dancing/ etc
18. Seating – tables – shapes
19. Size/no./ chairs/ banquets/ sofas/ booths/ etc.
20. List of equipment – flatware, hollowware, cutlery, others, crockery – cost, use & silverware
21. Linen: cotton, linen, damask, synthetic
22. Table cloths, slip cloths, serviettes, tray cloths, uniforms for each post
23. Disposables – paper serviettes
24. Convenience foods – wafers
25. Pre portioned packs – sugar sachets
26. Proprietary products – sauces, juices
27. Cover setup
28. Side boards: no's / ht/ length/ breadth/ average no. of covers sold each day/ cover charge/
29. Average sales per day.
30. Table reservation procedure
31. Order taking procedure
32. Formats
33. Unique selling procedures
34. Briefing/ debriefing
35. Duty roasters
36. Types of records and journals maintained, Interdepartmental relationship etc.

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## BAR

1. Name
1. Manager
2. Brief Description on the ambience & the name of the bar
3. Table covers
4. Length of the bar counter, height of the bar counter, counter seating
5. Space between back bar & under bar
6. Operating hours
7. Organizational chart
8. Complimentaries given with drinks
9. Popular cocktails
10. Other alcoholic beverages brands, price etc.
  - Spirits
  - Aperitifs
  - Wines
  - Liqueurs
  - Beers
  - Others
  - House brands
  - Pouring brands
13. Sales mix
14. Diagrammatic layout of back & under bar
15. Stock taking procedure/report
16. Bar equipment
17. 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
  - silverware
  - crockery- list of all flatware, hollowware, cutlery, cost & name of manufacturers, others.
  - Crockery- list of all types crockery in use & manufacturers
  - Glassware
  - Special equipment
  - Diagrammatic layout of room service department
  - Linen
  - Uniforms for each designation & costs
8. Layout of the presetting area for trays/trolleys
9. Trays-types, sizes, material, cost, purpose

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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 and Don'ts

1. Maintain good attendance. 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 time office 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.

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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 the department of your choice and a PowerPoint presentation on a CD of the same 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 and beverage Service and Food Production departments.

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## ATTENDANCE RECORD

NAME:			IHM:	
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:**

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## Industrial training

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

Name of the student: _____	NCHM&CT Roll No.: _____
Institute: IHM, _____ Duration: 5 Weeks (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

#### Punctuality / attendance ( \_\_\_\_\_ days present out of 30 days).

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

#### Ability to communicate (written / oral)

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

#### Attitude to colleagues / customers

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

#### Attitude to supervision

Welcomes 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

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## Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems.	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation and willingness to tackle problems.	Positively seeks to improve knowledge and performance.	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

## Reliability / Comprehension

Is totally trustworthy in any working situation. Understands in detail why and how the job is done.	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates why and how the job is done.	4
Gets on with the job in hand comprehends, but does not fully understand work in hand.	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application.	1

## Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

## Quality of work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains high standard of quality.	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

## Quantity of work

Outstanding in input of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient.	1

Total \_\_\_/50

Stipend paid: Rs. \_\_\_\_\_ per month

Name of Appraiser: \_\_\_\_\_ Signature: \_\_\_\_\_

Designation of Appraiser: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of student: \_\_\_\_\_ Date: \_\_\_\_\_

Hotel seal:





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