

Industrial Training Rule Book

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. 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 Semester VI comprising 22 weeks. A student can avail leave up to 15% or 15 days with prior permission of the Hotel.

Examination.

Any student who is not able to complete will undergo industrial training afresh during the next academic year and will not be considered for final viva exam.

Once the student has been selected / deputed for industrial training by the institute, he/ she shall not undergo IET elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute.

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 training report, on completion of training in that respective hotel.

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. Introduction
3. Housekeeping
 - Definition
 - Location in the hotel
 - No. of rooms
 - Types of rooms
 - Colour schemes used
 - Various suites, their names, specialities 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. Procedures & 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 trainee at each section (in order of the training schedule)
 - Skills developed
 - Special observations
 - Situation handling
11. Departmental function – objectives & functional operations of housekeeping
 - Interdepartmental relationships and work procedures

- Write briefly on pest control, laundry procedures, flower arrangements, lost and found procedures, etc.
- records and formats 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

Guidelines for making reports

FOOD PRODUCTION

1. Introduction
2. Kitchen
 - Satellite kitchens
 - Their sections
3. 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 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.
6. Stores
7. Purchases
8. Receiving

Areas to be covered

1. Main kitchen
2. Garde Manger
3. Butchery
4. Bakery
5. Restaurant kitchen/ Stores
 - Layout of kitchens

- Brand names of equipment used

Guidelines for making reports

FOOD & BEVERAGE SERVICE

1. Acknowledgement
2. Introduction
3. Organisational chart – hierarchy
4. No. of outlets
5. Training schedule
6. 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, any other information
4. Name/ meaning/ambience
5. Outlet manning hierarchy – state position & no. of each
6. Duties & responsibilities of – sectional manager, supervisors, operating staff
7. Type of cuisine & menu – photocopy of menu if possible
8. Type of service
9. Buffet service : sit down with covers/ sit down without covers/ standup/ others
10. Buffet set up
11. Buffet equipment
12. Buffet food layout: illustrate by drawing, pictures, etc.
13. Entertainment – music/ dancing/ etc
14. Seating – tables – shapes
 - Size/no./ chairs/ banquets/ sofas/ booths/ etc.
15. List of equipment – flatware, hollowware, cutlery, others, crockery – cost, use & silverware
16. Linen: cotton, linen, damask, synthetic
21. Table cloths, slip cloths, serviettes, tray cloths, uniforms for each post
22. Disposables – paper serviettes
23. Convenience foods – wafers
24. Pre portioned packs – sugar sachets
25. Proprietary products – sauces, juices
26. Cover setup
27. Side boards: nos / ht/ length/ breadth/ average no. of covers sold each day/ cover charge/ average sales per day.
28. Table reservation procedure
29. Order taking procedure
30. Formats
31. Unique selling procedures
32. Briefing/ debriefing
33. Duty roasters
34. Types of records and journals maintained
35. 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. Complimentaries given with drinks
10. Popular cocktails
11. Other alcoholic beverages brands, price etc.
 - Spirits
 - Aperitifs
 - Wines
 - Liqueurs
 - 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
 - silverware
 - crockery- list of all flatware, hollowware, cutlery, cost & name of manufacturers
 - 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
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.
- 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, training report should be submitted at the institute on the due date given by the faculty coordinator.
- 18.** 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.