

Internship Program
Food and Beverage Management
Or
Accommodation Management

Total duration: 21 weeks (48 hours/week x 21 weeks = 1008 hours)
Total Marks: 500

Description

After completing the final exam of fifth semester, students will be placed in hotel, restaurant and other appropriate organization for internship for 5 months (21 weeks). Students will place in either food and beverage management sector or accommodation management sector based on the specialization course done in fifth semester. Within the food and beverage management sector, students will place in F&B service department and food production department. Similarly within the accommodation management sector, students will place in front office department and housekeeping department.

The evaluation of the internship will be done by three parties i.e., employers, training providers and CTEVT. Total 500 marks is allocated for internship and evaluation will be done as follows;

| S.N. | Agencies | Allocated Marks | Remarks |
|------|-----------------------------|-----------------|---------|
| 1 | Employers | 300 | |
| 2 | Training institution | 100 | |
| 3 | Evaluator assigned by CTEVT | 100 | |
| | Total | 500 | |

Details of internship placement and evaluation scheme will prepare and provided to the employers by the concern training institute.

Internship placement: Food and Beverage Management

Part 1: Food and Beverage Service Department

Duration: 10 weeks (48 hours/week x 10 weeks = 480 hours)

Program objectives

After completion of the program the students will be able:

1. To maintain the standard hygiene and sanitation of F&B service department.
2. To handle the food and beverage service equipment.
3. To wash, wipe F&B equipment and stock in side board.
4. To do mise- en- scene and mise-en-place.

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5. To handle the guest orders and serve food and beverage items.
6. To understand the socialization of F & B department.

Learning key areas

Unit 1: Stewarding area

- 1.1. Cleaning and wiping of crockery, cutlery, flatware, glassware, hollowware and other equipment

Unit 2: Requisition and storing of goods

- 2.1. Receive the goods for service as per the orders from stores.
- 2.2. Keep the condiments and beverages according to their temperature.

Unit 3: Mise-en-scene mise-en-place

- 3.1. Prepare the environment of F&B outlets.
- 3.2. Arrange the furniture.
- 3.3. Layout the table.
- 3.4. Stock the side-board.

Unit 4: Order taking

- 4.1. Present the menu.
- 4.2. Explain the menu.
- 4.3. Handle the KOT/BOT.
- 4.4. Suggest the food and beverage items.

Unit 5: Food and beverage serving

- 5.1. Handle the serving equipment.
- 5.2. Handle the foods and beverages.
- 5.3. Have the knowledge of foods and beverages.
- 5.4. Clearance the table, side board.

Distribution of marks for evaluation

| Section | Evaluation criteria | Total Marks | | |
|---------|---|-------------|-------|-------|
| | | Internal | Final | Total |
| 1 | Related field work supervision by industrial supervisor (continuous evaluation) | 150 | | 150 |
| 2 | Related institution, supervision by supervisor/teacher <ul style="list-style-type: none"> • Hotel report • Report presentation including viva | | 50 | 50 |
| 3 | CTEVT appointed examiner (at the end of the field practicum) <ul style="list-style-type: none"> • Hotel report • Report presentation including viva | | 50 | 50 |

| | | | | |
|--|--------------------|-----|-----|-----|
| | Total marks | 150 | 100 | 250 |
|--|--------------------|-----|-----|-----|

Important note: *Each student must pass in each of the section of the evaluation as presented above with a minimum of 60% marks.*

Part 2: Food Production Department

Duration: 11 weeks (48 hours/week x 11 weeks = 528 hours)

Program objectives

After completion of the program the students will able:

1. To maintain the standard hygiene and sanitation of food production department.
2. To handle the kitchen equipment.
3. To perform basic mise - en - place for final preparation of dishes.
4. To prepare the foundation of kitchen preparations.
5. To understand the food production cycle and socialization.

Learning key areas

Unit 1: Scullery and cleaning areas

- 1.1. Clean the kitchen tools, utensils, small equipment, large equipment, mechanical equipment.
- 1.2. Clean the floor, drainage, ceiling, wall, door, window, glass panel.

Unit 2: Requisition and storing of goods

- 2.1. Receive the goods for kitchen preparation as per the orders from stores.
- 2.2. Keep the goods according to their temperature.

Unit 3: Mise-en-place

- 3.1. Thaw the meats, poultry and fish items.
- 3.2. Skin, debone, disjoint, and portion the poultry and meats.
- 3.3. Clean, peel, cut, portion of vegetable items for final preparation.
- 3.4. Scale, fillet and cut fish into different shapes.
- 3.5. Prepare stocks, soups, sauce, gravies, pastes, masalas.
- 3.6. Prepare salads, dressing, accompaniments, garnishing.
- 3.7. Perform different methods of cooking oriental and continental.

Unit 4: Food preparation & presentation

- 4.1. Involve in final preparation of food items in kitchen teams.
- 4.2. Prepare the basic food items as per the orders.
- 4.3. Involve in foods presentation and dispatch.

Distribution of marks for evaluation

| Section | Evaluation criteria | Total Marks | | |
|---------|---------------------|-------------|-------|-------|
| | | Internal | Final | Total |

| | | | | |
|---|--|-----|-----|-----|
| 1 | Related field work supervision by industrial supervisor (continuous evaluation) | 150 | | 150 |
| 2 | Related institution, supervision by supervisor/teacher • Hotel report • Report presentation including viva | | 50 | 50 |
| 3 | CTEVT appointed examiner (at the end of the field practicum) • Hotel report • Report presentation including viva | | 50 | 50 |
| | Total marks | 150 | 100 | 250 |

Important note: Each student must pass in each of the section of the evaluation as presented above with a minimum of 60% marks.

Internship Placement: Accommodation Management

Part 1: Housekeeping Department

Duration: 10 weeks (48 hours/week x 10 weeks = 480 hours)

Program objectives

After completion of the program the students will be able:

1. To maintain the cleanliness and aesthetic upkeep of hotel.
2. To handle the cleaning materials and equipment.
3. To prepare the bed and supply guest room and bath room supplies.
4. To handle and control the room keys.
5. To control the linen and uniform.
6. To understand the socialization of housekeeping department.

Learning key areas

Unit 1: Floor area

- 1.1. Involve in dusting, wiping, vacuuming the guest room.
- 1.2. Make the beds.
- 1.3. Supply the guest room and bath room supplies unusual events.

Unit 2: Public area

- 2.1. Sweep, dust, mop, gardening the public areas.
- 2.2. Replace the guest amenities, flowers.

Unit 3: Linen and uniform

- 3.1. Exchange the hotel linen and uniform.
- 3.2. Keep the records.

Unit 4: Desk control



- 4.1. Keep the record of requests.
- 4.2. Supply the guest's requests.
- 4.3. Maintain the logbook.

Unit 5: Lost and found

- 5.1. Keep the records of lost and found.
- 5.2. Coordinate with front office.

Distribution of marks for evaluation

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|---------|---|-------------|------------|------------|
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| 1 | Related field work supervision by industrial supervisor (continuous evaluation) | 150 | | 150 |
| 2 | Related institution, supervision by supervisor/teacher <ul style="list-style-type: none"> • Hotel report • Report presentation including viva | | 50 | 50 |
| 3 | CTEVT appointed examiner (at the end of the field practicum) <ul style="list-style-type: none"> • Hotel report • Report presentation including viva | | 50 | 50 |
| | Total marks | 150 | 100 | 250 |

Important note: Each student must pass in each of the section of the evaluation as presented above with a minimum of 60% marks.

Part 2: Front Office Department

Duration: 11 weeks (48 hours/week x 11 weeks = 528 hours)

Program objectives

After completion of the program the students will be able:

1. To keep the records of guests of hotel.
2. To handle guests check-in.
3. To handle guests check-out.
4. To handle and control the room keys.
5. To handle mail and message of guests as well as staffs.
6. To handle the cash.
7. To understand the socialization of front office department.

Learning key areas

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Unit 1: Reception

- 1.1. Welcome the guests.
- 1.2. Register the guests.
- 1.3. Issue the guest room key.

Unit 2: Information

- 2.1. Provide the information to the guests as well as visitors.
- 2.2. Control the guest's room keys.
- 2.3. Provide the sundry services.

Unit 3: Reservation

- 3.1. Keep update reservation records.
- 3.2. Handle amendment.

Unit 4: Cashier

- 4.1. Handle cash.
- 4.2. Exchange foreign currency, travellers' cheque, and credit cards.

Unit 5: Telephone

- 5.1. Handle telephone promptly.
- 5.2. Maintain logbook.

Distribution of marks for evaluation

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