

PROFESSIONAL DIPLOMA IN CULINARY ARTS

Euroskills would be one of the top institutions to provide quality education to a wide range of student and provide them with quality personnel. To achieve the target, Euroskills strive in providing the essential needs of young graduates with quality education standard

All diplomas at Euroskills are developed with the objectives of producing graduates with a solid grasp of knowledge in their discipline and cognitive thinking ability to think critically to solve problems as well as easily adapt to the various surroundings and prepare them for lifelong learning.

COURSE DISCRIPTION:

This course (Culinary Arts) prepares students for gainful employment and education in the food production and service industry. This diploma prepares individuals to provide related cooking services in restaurants and other commercial food establishments. It includes instruction in recipe and menu planning, preparing and cooking of foods, supervising and training kitchen assistants, the management of food supplies and kitchen resources, aesthetics of food presentation, and familiarity or mastery of a wide variety of cuisines and culinary techniques.

MISSION AND VISION:

The mission is to deliver quality Course instruction that provides students with an affordable, practical and realistic education which equips them with the skills necessary to enter the workforce successfully.

To fulfill culinary dreams and to flourish culinary students so they can be graduated with a certificate and assist in the development processes.

DIPLOMA-STUDENT LEARNING OUTCOMES:

This curriculum is designed to provide students with the basic skills and knowledge they need to succeed as a culinarian. The primary focus of the diploma is on culinary skills development with additional coursework in basic business management. The ultimate goal of the diploma is to prepare the graduate to enter the workforce ready to succeed.

Upon successful completion of the professional diploma in Culinary Arts with a concentration, the student will be able to:

- ❖ Understand and apply management theory in order to operate a hospitality-related operation.
- ❖ Demonstrate quality customer service.

- ❖ Demonstrate the ability to accurately produce a food production plan.
- ❖ Identify and demonstrate the basic principles of safety and sanitation procedures used in the food production and service industry.
- ❖ Evaluate styles of leadership and develop skills in human relations and personnel management.
- ❖ Apply the principles of menu planning and layout to the development of menus.

COURSE STRUCTURE:

S.No.	Unit Description	Status	Code
1	Introduction to Hospitality & Tourism Management	Th.	DCA 1114
2	Food Production Theory	Th	DCA 1124
3	Food Production Practical	Pr	DCA 1134
4	Food & Beverage service skills	Th+Pr	DCA 1144
5	Hospitality English	Th	DCA 1153

NO.	ITEMS	DESCRIPTIONS		
1.	Unit Description	Introduction to Hospitality Management (DCA1114)		
2.	Course Objective	To present hospitality as a single interrelating industry all over the world.		
3.	Course Learning Outcomes	After finish this module, student should be able to : <ul style="list-style-type: none"> • To present hospitality as a single interrelated industry • To emphasize problem-solving tools and industry-wide trends 		
	Course Description/Synopsis	Encompassing everything from students' concerns about their role in the industry and operational issues to the function of management		
4.	Transferable Skills	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT
		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation - Rubric
		Communication	Written and verbal communication skills	Written assignment and presentation
5.	Mode of delivery	Lecture, Collaborative Learning and Tutorial		
6.	Assessment Method and Types	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct	10%	
		Midterms - Examination	20%	
		Coursework-Two Assignments/Practical Exam	20%	
		Final Examination	50%	
		Total	<u>100%</u>	
7.	Grading Scale	A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39 A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.		
8.	References	<ul style="list-style-type: none"> • Clayton, W. B & Powers, T.(2012), Introduction To Hospitality Industry, 10th, John Wiley & Sons, 978-0-471-78276-2 • John F. W.(2006).Introduction To Hospitality, 4th, Pearson Education / Prentice Hall0-13-119101-2 		

9. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	The hospitality industry. <ul style="list-style-type: none"> • What is hospitality management? • Hospitality Industry • Nature of Hospitality • The manager’s role in the hospitality industry • Why study hospitality management diploma 	7	2		7
2	<ul style="list-style-type: none"> • Planning a career • Employment as an important part of your education • Getting a job 	4	2		6
	<ul style="list-style-type: none"> • Employment at graduation 	2	2		4
3	Definition of Tourism <ul style="list-style-type: none"> • Components of Tourism • Evolution and Development of Tourism • Types of Tourism • Important of Tourism • Impact of Tourism 	10	1		4
4	Meaning of Visitors, Tourists and Excursionists <ul style="list-style-type: none"> • Concepts and meaning of visitors • Concepts and meaning of tourist • Excursionist • Tourist and Types • Why do People Travel • Types of travelers 	10	2		6
5	Lodging: meeting guest needs <ul style="list-style-type: none"> • The evolution of lodging Classifications of hotel properties Guest Rooms <ul style="list-style-type: none"> • Types of rooms • Placement of guest supplies and amenities 	5	2		5

6	<ul style="list-style-type: none"> • Guest room status 	3	2		5
7	Hotel and lodging operations <ul style="list-style-type: none"> • Major functional departments • Operational Departments 	10	2		7
	Total	51			

NO.	ITEMS	DESCRIPTIONS									
1.	Unit Description	Food Production Theory (DCA 1124)									
2.	Course Objective	To learn basics in cookery									
3.	Course Learning Outcomes	After finish this module, students should be able to : <ul style="list-style-type: none"> • Have a theoretical and practical knowledge of kitchen operations • Understand how a kitchen organization work 									
4.	Course Description/Synopsis	To have an understanding of basic kitchen operations and to identify equipments.									
5.	Transferable Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">SKILLS</th> <th style="width: 50%;">DEVELOPMENT OF THE SKILLS</th> <th style="width: 25%;">SKILLS ASSESSMENT</th> </tr> </thead> <tbody> <tr> <td>Teamwork</td> <td>Collaborative learning in class and teamwork during assignments and tutorial</td> <td>Lecturer's observation – Rubric Peer evaluation – Rubric</td> </tr> <tr> <td>Communication</td> <td>Written and verbal communication skills</td> <td>Written assignment and presentation</td> </tr> </tbody> </table>	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT	Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation – Rubric	Communication	Written and verbal communication skills	Written assignment and presentation
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8.	Grading Scale	A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39 A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.									
9.	References	Bali,P.S. (2014)Food Production Operations. Second Ed. Oxford university press, India									

10. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	<p>Culinary History:- (Egyptian, Greek, Roman, French) French terminology in Kitchen History of Catering:-Development of the catering industry, various sector of catering industry</p>	2	2		5
2	<p>Introduction to Cookery</p> <ul style="list-style-type: none"> • Attitude and behavior in the kitchen • Personal Hygiene and food safety • Contamination of food • Personal Hygiene and its importance in the kitchen • Uniform and protective clothing • Identification of knives and how to sharpen them; • Identification of Chopping Board • Setting up of workstation • Safety procedures and handling equipment – ergonomics • Food Storage: FIFO • Temperature Danger Zone • HACCP • Food Poisoning and Precautions of food production 	3	2	1	6
3	<p>Hierarchy of Kitchen Department</p> <ul style="list-style-type: none"> • Classic Kitchen Brigade • Organizational structure of the kitchen • Modern staffing in various category hotels • Duties and responsibilities of various chefs 	3	1		4
4	<p>Layout of Kitchen Department</p> <ul style="list-style-type: none"> • General Kitchen layout • Layout of the commissary • Basic layout of main kitchen • Layout of Butchery • Layout of Grade Manger • Layout of Bakery and confectionery • Layout of western banquet kitchen • Layout of show kitchen • Equipments and fuels used in kitchen 	3	1	2	6

5	Basic Menu planning <ul style="list-style-type: none"> • Menu • Functions of the menu • Types of menu • Menu used as control tool • Menu engineering grid • Menu balancing Wine and food pairing	4	2		6
6	Principles of Vegetable cookery <ul style="list-style-type: none"> • Vegetables • Pigments and color change • Effect of heat on vegetables • Controlling the changes in texture • Controlling changes in flavor • Controlling nutrient loss Cleaning and Cutting of vegetables	3	1	2	6
7	Salads and Dressing <ul style="list-style-type: none"> • Composition of salad • Types of salads • Various types of lettuce used in salads • Salad dressing • Emerging trends in salad making Salient features of preparing good salads	4	2	3	9
8	Classification of fruits and their uses in cooking	3	1		3
9	Stocks <ul style="list-style-type: none"> • Classification of stocks • Stocks and its uses 	3	2		5
10	Soups <ul style="list-style-type: none"> • Classification of Soups • Making of good soup • Modern trends of presenting soups 	3	2	2	7
11	Sauces& Roux <ul style="list-style-type: none"> • Uses of Sauces • Thickening Agent • Components of Sauce • Mother sauces • Derivatives of mother sauces and their uses 	3	2		5

	<ul style="list-style-type: none"> • Proprietary sauces • Contemporary sauces • Making a good sauce • Modern trends of making sauces 				
12	Accompaniments and Garnishes <ul style="list-style-type: none"> • Introduction • Their functions with example dishes 	3	2	2	7
13	Introduction to Meats <ul style="list-style-type: none"> • Physical and Chemical Characteristics of meat • Selecting and grading meat • Procession of whole animal • Classifications of meats • Categories of meat • Yield tests 	4	2	1	7
14	Introduction to fish and shellfish <ul style="list-style-type: none"> • Classification of fish • Classification of Shellfish • Cuts of fish • Some famous species of fish • Some Classic preparations of fish • Selection and storage of seafood • Common cooking methods used for seafood 	3	2	2	7
15	Introduction to Eggs <ul style="list-style-type: none"> • Structure of an egg • Classifications of eggs • Grade • Types of Eggs • Selection of Eggs • Storage of Eggs • Uses of Eggs • Cooking of Eggs for breakfast 	3	1	2	6
16	Methods of Cooking <ul style="list-style-type: none"> • Blanching • Poaching • Boiling • Steaming • Stewing 	3	1	2	6

	<ul style="list-style-type: none"> • Braising • Roasting • Grilling • Sauteing • Frying 				
17	Methods of Cooking (cont...) <ul style="list-style-type: none"> • Baking • Microwave Cooking • Equipment used in microwave cooking 	3	1	1	5
18	Cuisine <ul style="list-style-type: none"> • Introduction • Indian Cuisine • Italian Cuisine • Mexican Cuisine European Cuisines <ul style="list-style-type: none"> • Introduction • French Cuisine • Cuisine of the UK • German Cuisine Oriental Cuisine <ul style="list-style-type: none"> • Introduction • Chinese Cuisine • Japanese Cuisine • Thai Cuisine • Malaysian Cuisine 	3	2	1	5
	Total	56	29	21	105

NO.	ITEMS	DESCRIPTIONS		
1.	Unit Description	FOOD PRODUCTION PRACTICAL (DCA 1134)		
2.	Course Objective	The purpose of the course to develop student's understanding of standards of professionals in food preparation.		
3.	Course Learning Outcomes	<p>After finish this module, students should be able to :</p> <ol style="list-style-type: none"> 1. The basic food preparation and quality checks and that they comply with the Health Law, especially in food hygiene and production. 2. They will also acquire the elementary skills and operation functions of the kitchen department. 3. They will increase the individual's product knowledge and organizational skills for application within the hospitality environment. 		
4.	Transferable Skills	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT
		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation - Rubric
		Communication	Written and verbal communication skills	Written assignment and presentation
5.	Mode of delivery	Lecture, Collaborative Learning and Tutorial		
6.	Grading Scale	<p>A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39</p> <p>A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.</p>		
7.	References	<p>PROFFESIONAL COOKING</p> <p>6tH, 2007</p> <p>WAYNE GISSLEN</p>		

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8. Course Outline :

WEEK	LESSON
1	Positive and negative aspects of food service Industry Introduction to Methods of Cooking. Boiling Poaching, Stewing, Steaming, Braising, Deep Frying, Shallow Frying, Baking, Roasting, grilling,
2	Microwave Cooking. Cooking styles and methods distinguish and apply different cooking methods and use them Standards of professionalism and sanitary and nutritional awareness safe food handling.
3	Different Gusts of vegetables. Recognition of different herbs/spices. Basic cooking methods for potatoes and vegetables Egg dishes
4	Farinaceous dishes and pasta
5	Main stock and main sauces and their variations
6	Different types of soups
7	Different types of cold entrée
8	Preparing pastry
9	Methods of preparing beef as a main course
10	Methods of preparing fish as a main course
11	Methods of preparing chicken as a main course
12	Methods of preparing lamb as a main course
13	Different types of hot dessert
14	Different types of cold dessert
15	Final Exams

Food and Beverage Service Skill

NO.	ITEMS	DESCRIPTIONS										
1.	Unit Description	Food And Beverage Service Skill (DCA 1144)										
2.	Course Objective	To learn bar operations and control. This course will also cover the Food and Beverage service's sales and marketing and human resource aspects.										
3.	Course Learning Outcomes	After finish this module, students should be able to : <ul style="list-style-type: none"> • To learn bar operations and control • Promotions through sales and marketing in food and beverage service • Human resource for Food and beverage service 										
4.	Course Description/Synopsis	The students will have a good understanding and knowledge about the bar operations and control. Hiring and maintaining staff in food and beverage department and marketing tactics in Food and Beverage Service.										
5.	Transferable Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">SKILLS</th> <th style="width: 33%;">DEVELOPMENT OF THE SKILLS</th> <th style="width: 33%;">SKILLS ASSESSMENT</th> </tr> </thead> <tbody> <tr> <td>Teamwork</td> <td>Collaborative learning in class and teamwork during assignments and tutorial</td> <td>Lecturer's observation – Rubric Peer evaluation – Rubric</td> </tr> <tr> <td>Communication</td> <td>Written and verbal communication skills</td> <td>Written assignment and presentation</td> </tr> </tbody> </table>	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT	Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation – Rubric	Communication	Written and verbal communication skills	Written assignment and presentation	
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		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation – Rubric								
Communication	Written and verbal communication skills	Written assignment and presentation										
6.	Mode of delivery	Lecture, Collaborative Learning and Tutorial										
7.	Assessment Method and Types	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Tutorial/ Quiz-Attendance/ Grooming/ General Conduct</td> <td style="width: 20%; text-align: right;">10%</td> </tr> <tr> <td>Midterms - Examination</td> <td style="text-align: right;">20%</td> </tr> <tr> <td>Coursework-Two Assignments/Practical Exam</td> <td style="text-align: right;">20%</td> </tr> <tr> <td>Final Examination</td> <td style="text-align: right;">50%</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black; text-align: center;">Total <u>100%</u></td> </tr> </table>	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct	10%	Midterms - Examination	20%	Coursework-Two Assignments/Practical Exam	20%	Final Examination	50%	Total <u>100%</u>	
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8.	Grading Scale	<p>A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39</p> <p>A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and</p>										

		above.
8.	References	Singaravelan, R. (2014), Food and Beverage Service, Oxford University Press, India Food and Beverage Management by Sudhir Andrews

9. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	Food Service Industry <ul style="list-style-type: none"> • Sector of Food service Industry • Types of restaurant and their characteristics • Environmental factors influencing the food service operations • Employment opportunities 	4	1		5
2	Food and Beverage staff of hotel <ul style="list-style-type: none"> • Function of food and beverage department • Organization of the food and beverage department • Intra and Inter Department relationship • Qualities required for food service staff 	4	1		5
3	Food Service Equipment <ul style="list-style-type: none"> • Equipments • Purchase considerations for food service equipment • Storage of service equipment • Sanitation and Safety 	3	2		5
4	Menu <ul style="list-style-type: none"> • Origin of Menu • Menu of International Catering • French Classical Courses • A La Carte Sequence 	4	1		5
5	Menu Planning <ul style="list-style-type: none"> • Points considered while planning the menu 	5	2		7

	<ul style="list-style-type: none"> • Compiling A La Carte Menu • Compiling continental table d hote menu • Add on Menu • Menu compiling for existing operations • Various types of menus found in hotels • Menu as a sales tool 				
6	Covers and Accompaniments for selected dishes Accompaniments French and Culinary terms	5	1		6
7	Preparing the restaurant before and after service <ul style="list-style-type: none"> • Mise en scene • Mise en place • Points to be observed while lying the cover • Cover lying procedure in a restaurant prior to guests arrival • Cover lying procedure during service • Types of covers • Activities after the service 	5	2		7
8	Service Procedure <ul style="list-style-type: none"> • Rules to be observed while waiting at the table • Service procedure for a' la carte lunch or dinner in a licensed restaurant • Service procedure of table d'hote menu • Do' s and Don'ts of the service • Maintain Hygiene 	4	1		5
9	Breakfast <ul style="list-style-type: none"> • Menu and cover for various breakfast • Service of Breakfast in restaurants • Breakfast service from buffet 	3	1	1	5
10	Brunch and Afternoon Tea <ul style="list-style-type: none"> • Brunch • Afternoon Tea • Reception tea or buffet tea 	2	1		3

11	Room Service <ul style="list-style-type: none"> • Location and equipment required for room service • Room service equipment • Room service procedure • Briefing • In-Room Facilities • Satisfaction of Guests 	3	2		5
12	Order taking and Billing methods <ul style="list-style-type: none"> • Checking systems in food service operations • Method of taking food order • Circumstantial KOTs • Computerized systems • Alcoholic beverage order • Billing • Control Department 	4	2		6
13	Handling Situations <ul style="list-style-type: none"> • Introduction • Dealing with different situation and guests in the dining areas (dish served is spoiled, Dish dropped Accidently, piece of cutlery is dropped by the guest spillage,Alcohol over consumption) 	4	1		5
14	Handling Situations (cont.) <ul style="list-style-type: none"> • Dealing with different situation and guests in the dining areas (Lost children, unsatisfactory appearance accident, Fire accident, dealing with a suspicious item or package, dealing with a bomb 	3	1		4
15	Practical <ul style="list-style-type: none"> • Pre Plated Service • Silver Service • Beverage Service • Restaurant designing and decoration 	3	1	6	10
	Total	56	20	7	83

NO.	ITEMS	DESCRIPTIONS		
1.	Unit Description	Hospitality English (DCA 1153)		
2.	Course Objective	Introduce students to research methods and exposed to new vocabulary through course work.		
3.	Course Learning Outcomes	After finish this module, students should be able to : <ul style="list-style-type: none"> • Develop English language skills for working in the hospitality industries. • Improve the use of the English language confidently in term of fluency • Enhance communication skills with potential customers, clients and colleagues in English • Encourage to practical language comprehension for communicating in today's business environments • Describe the language of business in understandable terms 		
4.	Course Description/Synopsis	Material spelling rules, parts of speech, verbs, adverbs, adjectives, uses of nouns and pronouns, tenses of verbs, regular and irregular verbs, prepositions, uses of punctuation division of words, general vocabulary study for business use, and some terms commonly used in business.		
5.	Transferable Skills	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT
		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation – Rubric
		Communication	Written and verbal communication skills	Written assignment and presentation
6.	Mode of delivery	Lecture, Collaborative Learning and Tutorial		
7.	Assessment Method and Types	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct Midterms - Examination Coursework-Two Assignments Final Examination		10% 20% 20% 50%
8.	Grading Scale	A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39 A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.		
9.	References	<i>North Star 3 Reading and Writing, (Intermediate level), 3rd Edition. (2004)</i> Barton, Laurie, Sardinas Carolyn D., Pearson Education Press, White Plains NY <i>North Star 3 Listening and Speaking, (Intermediate Level), 2004) 3rd Edition.</i> Schmidt, Jennifer P.L., Solorzano, Helen S, Pearson Education Press, White Plains NY		

10. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	Introduction <ul style="list-style-type: none"> • Pre- test speaking and conversation • Job Interview (Practices) 	3	1		4
2	Hotel facility and vocabulary1 <ul style="list-style-type: none"> • Front desk and reception <ul style="list-style-type: none"> – 5 interactive dialogs related to checking-in – Oral Dictations and Question Practice with Speech Recognition 	3	2		5
3	Hotel facility and vocabulary 2 <ul style="list-style-type: none"> • Guest Services & Housekeeping <ul style="list-style-type: none"> – 4 interactive dialogs related to basic housekeeping and room service – Oral Dictations and Question Practice with Speech Recognition – Housekeeping vocabulary lesson 	5	2		7
4	Greeting and Qualities of kitchen personnel <ul style="list-style-type: none"> • Gesture and manner • Team work • Effective Communication • Knowledge and skills of uses and pronunciations of equipment • Dealing with Frustration and Pressure while working in Kitchen • Able to read Recipes 	2	2		4
5	Telephone Dealing <ul style="list-style-type: none"> • Conversation on phone • Telephone dealing manner • Reservation • 4 interactive dialogs related to telephone services and messages • Oral Dictations and Question Practice with Speech Recognition 	5	2		7
6	Describing travelling information <ul style="list-style-type: none"> • Places • Activities • Cuisine 	3	1		4

7	Problem solving <ul style="list-style-type: none"> • Types of guest complaints • How to deal with guests' complaint 	2	1		3
8	Writing an E-mail in hotel <ul style="list-style-type: none"> • Memo • Reservation letter • Confirmation letter 	3	1		4
9	Restaurant and bar <ul style="list-style-type: none"> • Taking an order • Menu recommendation • Room service • 4 interactive dialogs related to restaurant and bar • Oral Dictations and Question Practice with Speech Recognition 	4	2		6
10	Daily meeting or other activities <ul style="list-style-type: none"> • Information update • Issues • Brain storming • Job interview practices • Maintain log book • Training for employee 	3	1		4
11	Cashier and checking out <ul style="list-style-type: none"> • 4 interactive dialogs related to cashier and checking-out • Oral Dictations and Question Practice with Speech Recognition • The guest's experience: getting ready to leave the hotel • Checking a guest out: A dispute about the bill • The guest's experience: leave the hotel 	5	1		6
12	Checking guests in <ul style="list-style-type: none"> • The guest's experience: arriving at the hotel • Welcoming a guest 1: with a reservation • Welcoming a guest 2: without a reservation • Securing the stay with a credit card • Filling out a registration form • Dealing with a dissatisfied guest • Checking in a large tour group 	5	2		7

13	Guest Relations & Sales <ul style="list-style-type: none"> • 4 interactive dialogs related to sales and advisory tasks • Oral Dictations and Question Practice with Speech Recognition 	3	1		4
14	Concierge service <ul style="list-style-type: none"> • Explaining the details of a hotel tour • Advising guests about nearby restaurants • Booking the hotel for future conferences • Directing guests to facilities near the hotel 	4	1		5
	Total	50	20		70

