

Curriculum of Matric Tech
WORKING PRINCIPLES OF HOTEL
GRADE IX
2020



GOVERNMENT OF PAKISTAN
Ministry of Federal Education and Professional Training ISLAMABAD
In Collaboration with
National Vocational and Technical Training Commission

Introduction

Pakistan is a developing country with 5th largest population in the world. 64% of our population is below 30 years of age which makes it second youngest country in South Asia. This “youth bulge” provides unique challenges as well as opportunities for the country’s social and economic development. The only remedy is to develop youth of Pakistan through education and training. To control the increasing un-employment, promoting entrepreneurship (self-employment), alleviate poverty and provide skilled manpower for industrial/economic growth, The Govt. of Pakistan has decided to introduce Technical Scheme at SSC Level. For this a stream of technical subjects has been selected including Hotel Management as one of the elective subjects.

The curriculum of WORKING PRINCIPLES OF HOTEL is designed to produce middle level human resources equipped with knowledge, skills and attitudes related to the field of hospitality industry so as to meet the demand of such workforce in the country and abroad to contribute in the national streamline of poverty reduction of Pakistan. It is for students who are primarily interested in the practical aspects of the hotel industry.

Hospitality is one of the world’s fastest growing and most dynamic fields of employment with positive trends forecasted for the coming years. The world of hospitality offers a wide range of exciting careers in businesses related to travel and tourism, hotels and food & beverage, and events and leisure. Hotel is a branch of overall Hospitality Industry that provides the industry with well educated, adequately trained, and committed workforce.

In Pakistan, this industry contributes a large proportion to the country’s economy. Pakistan is a vast country with a land of variety and very attractive archeological, cultural, religious, natural, and historical destinations for tourists from all over the world which in return has ever increasing space for hotel industry. Increasing business opportunities, improving infrastructure, and growing economy in Pakistan are acting as a stimulant for the hotel industry in Pakistan which has potential to create millions of new jobs. Students exploring a prospective career in this field in Pakistan have more opportunities available to them than ever before.

This curriculum is designed for the students who are interested in practical aspects of hotel industry. It focuses on Hotel Management education with the primary aim of broadening students’ knowledge of the overall hospitality industry. It is a combination of theory and practical providing foundation for their career and provides a link between academia and industry. This curriculum has been designed with a view to integrate diverse skills and knowledge about the hotel management and foundation in front office skills, housekeeping, , essential cookery , hygiene, food safety and quality as well as presentation techniques which are indispensable ingredients to launch a successful career in the food-service industry. This course

provides students with practical information about hotel operations and knowledge of hospitality issues and strategies.

Rationale

As a result of globalization and CPEC and victory in war against terrorism, Hospitality Industry has taken on a growing importance in our economy. In preparing students for this new socio-economic environment, it is pertinent to provide students with a solid foundation of knowledge about hotel industry. Furthermore, study of Hotel Management will open up opportunities for students to pursue further studies in the field.

The social aspect of hotel management education will help students to develop a sense of ethical responsibility and a healthy hospitality culture. This is important in helping the community, the nation and the world to achieve the common goal of global sustainable development and is also important to the personal development of students.

The study of WORKING PRINCIPLES OF HOTEL will also provide opportunities for students to develop their general intellectual capacities for life-long learning by promoting communication, interpersonal, information processing, problem solving and decision-making skills, etc. will help students recognize the importance of being a self-motivated problem-solver and life-long learner.

WORKING PRINCIPLES OF HOTEL curriculum develops students' adaptability in a rapidly changing society of Pakistan. On completing the curriculum, students should have acquired a set of knowledge and concepts, and have developed a range of technical, personal, interpersonal, organizational, and generic skills, that can be applied in various contexts, both within and beyond the hotel industry. By providing a wide range of learning experiences, the study of WORKING PRINCIPLES OF HOTEL enables students to explore different pathways for further studies and career pursuits. These might include academic pursuits, such as Hotel Management, Tourism and Hospitality Management Studies, or career pursuits in the industry, such as initial placement in a hotel's front office, chef etc. Furthermore, this course will stimulate the learners towards entrepreneurship in the industry.

Aims and Objectives.

Aims

This curriculum aims to enable students to.

- acquire a comprehensive understanding of the hotel industry.

- develop the appropriate knowledge, skills values and attitude that support the sustainable development of the industry
- independently identify, analyze, assess, and reflect on problems with Knowledge and skills.
- manage assignments related to operations, development, and administration within the hospitality industry.
- develop human resources required for hospitality industry.
- the positive attitudes towards the trade with greater initiative and self-confidence in handling operations
- become a successful entrepreneur in a small size enterprise.
- develop critical thinking for problem-solving, decision making during the service procedures.
- enhance their awareness of the growing importance of the tourism and hospitality industry to our society, nation, and the world.

Objectives

After completing this SSC level Hotel Management program, the students will be able to:

- develop values and attitudes about the dynamic nature of the hospitality industry and the importance of being a self-motivated problem solver and life-long learner.
- understand organizational structure and function to utilize this knowledge in hotel industry.
- apply the acquired knowledge, values, and skills in the field of hospitality.
- start small size entrepreneurship.
- progress to higher levels of studies in hospitality industry.
- develop a range of technical, personal, interpersonal, organizational, and generic skills that can be applied in various contexts, both within and beyond the workplaces of hospitality industry

Grade –IX

Ch. # 01 Introduction to Safety and Hygiene in Hospitality Industry			10 Periods (06 =T, 04 = P)		
Themes	Students' Learning outcomes	Activities	Duration	Tools	Workplace
Safety and Hygiene	<p>The Students will be able to:</p> <ul style="list-style-type: none"> • learn the concept of hygiene in every department of Hotel • Understand the importance of health and hygiene in hotels 	<p>Group discussion on concept of hygiene with respect to Hotel Establishment</p>			
Rules of Safety and Hygiene	<ul style="list-style-type: none"> • Learn about safety and hygiene procedures in hotel industry • Understand reporting procedures and SOP's regarding hygiene 	<p>Draw a chart on safety and hygiene procedures for the class</p> <p>Draw and present a chart on health and hygiene SOPs with respect to Pandemic situation in hotel</p>			
International Safety Standards	<ul style="list-style-type: none"> • learn about international standards followed in Hotels • understand safety and hygiene points in ISO 22000:9001 • learn the requirement for obtaining ISO certification 	<p>Prepare a list of safety points in ISO 22000</p>			
Health and Safety Measures for Guests	<ul style="list-style-type: none"> • learn about health hazards in hotel industry • understand the procedures to eliminate health hazards 	<p>Roleplay on Health and Hygiene</p>			

	<ul style="list-style-type: none"> know about safe handling of risky guests 				
• Ch. # 02 Workplace Sanitation			10 Periods (06 =T, 04 = P)		
Themes	Students' Learning Outcomes	Activities	Duration	Tools	Workplace
Workplace Sanitation	<p>The Students will be able to:</p> <ul style="list-style-type: none"> understand the concept and importance of workplace sanitation. Learn how to identify risks to employees and guests. Comply with sanitation guideline. 	Perform workplace sanitation practices as per standards.	02 Period (T) 02 Period (P)(02 Hours 40 Minutes)		
Use of Chemicals	<ul style="list-style-type: none"> Know how to use chemicals for the sanitation. Understand the chemical ratio with water for sanitation 	Perform sanitation procedure in your class			
Modern Sanitation and Sterilization	<ul style="list-style-type: none"> Learn about modern techniques for the sanitization and sterilization. Understand the use of UV in sterilization 	<p>Prepare and present list of equipment used for sterilization in hotels</p> <p>Practically operate UV sterilization machine</p>			
Room Service	<ul style="list-style-type: none"> Know the procedures for sanitization of room Understand the procedures of clearing room and removing guest 	Clear Room as per Room service standards and following health and safety procedures			

	waste				
Ch.3 Food Safety and Hygiene			15 Periods (09=T, 06 = P)		
Themes	Students' Learning Outcomes	Activities	Duration	Tools	Workplace
Introduction to Hygiene and Safety	The Students will be able to: <ul style="list-style-type: none"> • learn the concept of food safety hygiene in Hotel Industry. • understand role of food hygiene and safety in catering service 	Group discussion on importance of food hygiene and safety	03 Period (T) (02 Hours)		
Personal hygiene in Catering	<ul style="list-style-type: none"> • learn the concept of personal hygiene of food preparation department • understand impact of personal hygiene on food safety • Identify food borne risks concerning personal hygiene and safety. • comply with personal hygiene guidelines. 	<ul style="list-style-type: none"> • Perform personal hygiene practices as HACCP standards 	02 Period (T) 02 Period (P)(02 Hours 40 Minutes)		
Kitchen area hygiene	<ul style="list-style-type: none"> • understand the concept and importance of Food preparation area hygiene. • Identify procedures to comply with sanitation guidelines in food premises 	<ul style="list-style-type: none"> • Perform workplace hygiene practices as per standards. 	02 Period (T) 02 Period (P)(02 Hours 40 Minutes)		
Food safety and hygiene	<ul style="list-style-type: none"> • know about basic principles of food 	<ul style="list-style-type: none"> • Perform food safety for work 	02 Period(T)02		

	<p>safety and hygiene.</p> <ul style="list-style-type: none"> • maintain food safety during preparing storing and holding. • serve the food and beverages according to basic principle of food safety and hygiene. 	<p>area when storing, holding, and serving food</p>	<p>Period (P) (02 Hours 40 Minutes)</p>		
Ch. 4 Occupational Health, Safety and Environment			16 Periods (10 =T, 06 = P)		
Themes	Students' Learning Outcomes	Activities	Duration	Tools	Workplace
Introduction to health and safety	<p>The Students will be able to:</p> <ul style="list-style-type: none"> • learn about the concept of Health & Safety. • know Basic Principles of Safety. • understand standard operating procedure regarding health and safety. • observe the basic rules of health & safety in workplace environment. 	<p>Follow the Standard Operating Procedures (SOP's) regarding basic safety</p>	<p>04Periods(T) (02 hour 40 minutes)</p>		
Personal Safety	<ul style="list-style-type: none"> • understand the importance of Personal Protective Equipment (PPE). • Know how to use Personal Protective Equipment (PPE). 	<ul style="list-style-type: none"> • Demonstrate the use of PPE Kits and Uniforms (Gloves, Uniforms, Shoes, Hair net, Beard net, Masks) 	<p>02 Periods (T) 02 Periods (P) (02 hours 40 Minutes)</p>		
Equipment Handling	<ul style="list-style-type: none"> • Know the dangers posed by equipment. • make safe use of knives, kitchen equipment and laundry equipment. 	<ul style="list-style-type: none"> • Demonstrate safe use of sharp cutting tools and electrical appliances. • Maintain correct posture. Perform correct 	<p>02 Periods (T) 02 Periods (P) (02 hours 40 Minutes)</p>		

	operate correct manual handling procedures.	manual handling procedures.			
Fire and hazards	<ul style="list-style-type: none"> • know about fire triangle. • identify types of fires and fire extinguishers. • learn correct evacuation procedures. • Learn to identify and report hazards to concerned departments. 	<ul style="list-style-type: none"> • Demonstrate use of Fire Extinguishers and Fire Safety Equipment. • Perform correct evacuation procedures. • Demonstrate various incidents reporting through role play. 	02 Periods (T) 02 Periods (P)(02 hours 40 Minutes)		
Ch.5 Personal Grooming and Professionalism			30 Periods (12 =T, 18 = P)		
Themes	Students' Learning Outcomes	Activities	Duration	Tools	Workplace
Personal Grooming and Hygiene	<p>the students will be able to:</p> <ul style="list-style-type: none"> • learn the concept of personal hygiene and grooming in hotel industry • understand basic grooming guidelines in hotel industry • understand importance of oral hygiene 	<ul style="list-style-type: none"> • Demonstrate good practices of personal hygiene in class • Group Presentation on oral hygiene and health 			
Professional etiquettes	<ul style="list-style-type: none"> • learn the role of uniform in every department of hotel • know the guidelines for maintaining professional attire • learn basic etiquettes for communicating and dealing with 	<ul style="list-style-type: none"> • Prepare and present a chart for uniform of different departments in hotel • Role play on professional etiquettes 			

	guests and staff				
Do's and Don'ts	<ul style="list-style-type: none"> learn the importance of good behavior in hospitality industry understand the norms of professionalism in hotels learn how to follow professional practices 	<ul style="list-style-type: none"> Roleplay on good behavior for a hospitality worker Presentation on professional practices 			
Ch.6. Personality Development			18 Period 07 (T) 11 (P)		
Themes	Students' Learning Outcomes	Activities	Duration	Tools	Workplace
CV & Resume Writing	<ul style="list-style-type: none"> learn the importance of cv in job application create and format CV/resume 	Create a CV with the help of teacher	02 Periods (T) 03Periods (P)	Computer system with MS office	Classroom/ Labs
Job Portals	<ul style="list-style-type: none"> access and register email account on various online job portals search job as per job description and title 	Register on online job portals, follow job hunting procedure and steps to apply for an advertised job	03 Periods (T) 04 Periods(P)	Computer system with internet connection	Classroom/ Labs
Introduction to e-commerce	<ul style="list-style-type: none"> familiarize oneself with online travel e-commerce websites learn about hotel websites learn about freelancing websites 	<ul style="list-style-type: none"> Create a travel booking on any online travel website Create an account on any freelancing website 	02 Periods (T) 04 Periods (P)	Computer system with internet connection	
Ch.7. Interpersonal Skills			21 Period 07 (T) 12 (P)		
Themes	Students' Learning Outcomes	Themes	Duration	Tools	Workplace
Effective Communication	the student will be able to: <ul style="list-style-type: none"> define effective 	Roleplay on effective communication skills in hospitality	02 Period (T) 04 Period (P)		

	communication know about characteristics of effective communication	sector			
Process of Communication	<ul style="list-style-type: none"> define process of communication learn effective communication skills 	Group Presentation on communication process	02 Period (T) 04 Period (P)		
Listening skills	<ul style="list-style-type: none"> listen to the given instructions effectively understand the importance of effective listening know types of listening skills 	<ul style="list-style-type: none"> Paraphrasing Visualization of a video communication barrier A session with guest speaker (motivational speaker)	03 Period (T) 04 Period (P)		
Ch.8 Soft Skills			22 Periods	(14 =T, 08 = P)	
Themes	Students' Learning Outcomes	Activities	Duration	Tools	Workplace
Introduction to soft skills	The Students will be able to: <ul style="list-style-type: none"> know the basic soft skills understand the importance of soft skills in daily life apply soft skills for academic and professional success 	<ul style="list-style-type: none"> Group Discussion and model presentation on soft skills 	02 Periods (T) 02 Periods (P) (02 Hour 40 Minutes)		Classroom
Personal Development	<ul style="list-style-type: none"> learn the personal and professional aspects of life. understand the importance of self-image. develop self-confidence 	<ul style="list-style-type: none"> Role play to enhance self-awareness, self-confidence and self-image 	2 Periods (T) (01 Hour 20 Minutes)		Classroom
Interpersonal and Communication Skills	<ul style="list-style-type: none"> know model of communication. realize importance of active listening and responding. understand 	<ul style="list-style-type: none"> Role play, group exercises through listening audio or video documentaries. Dialogue amongst 	2 Periods (T) 1 Period (p) (02 hours)		Classroom

	<p>effective communication.</p> <ul style="list-style-type: none"> • identify obstacles in communication. 	<p>students to reflect verbal and non-verbal communication.</p>			
Teamwork and leadership	<ul style="list-style-type: none"> • know the importance of teamwork in a professional environment. • understand the concept of teamwork and leadership. 	<p>Organize a welcome party/ birthday party and/or a national event</p>	<p>2 Periods (T) 1 Period (p) (80 mints)</p>		
Time Management	<ul style="list-style-type: none"> • Know the concept of better time management. • observe time management in daily life • understand professional and personal time management. 	<ul style="list-style-type: none"> • Arrange Outdoor Tour to a nearest venue observing time management • Schedule the tasks. 	<p>02 Periods (T) 03 Period (p) (03 hours 20 mints)</p>		
Attention to detail	<ul style="list-style-type: none"> • Understand guidelines of attention to details. • understand the advantages of attention to detail in work and studies. • give attention to details to perform their tasks in an effective manner. 	<ul style="list-style-type: none"> • Practically apply the 5 methods of attention to detail. • Through different exercises enhance the attention to detail skill. 	<p>02 Periods (T) 02 Periods (P) (2 hours 40 mints)</p>		
Attitude, behavior, and customer care	<ul style="list-style-type: none"> • learn the concepts of attitude and behavior • understand the impact of positive and negative attitude in daily life 	<ul style="list-style-type: none"> • Through different scenarios practically apply the principles of customer care and positive attitude. • Exercise and deal with problematic and angry persons by conducting role plays 	<p>02 Periods (T) 02 Periods (P) (02 hours 40 mints)</p>		

Assessment and Evaluation

Assessment is the practice of collecting evidence of student learning. It aims at improving learning and teaching as well as recognizing the achievement of students. It determines students' progression through their learning experiences and enables them to demonstrate that they have achieved the intended learning outcomes. The assessment is aligned with curriculum aims, design and learning processes.

Evaluation is an integral part of teaching-learning process. It involves gathering information through various assessment techniques, making valuable judgment and sound decisions. Assessment provides information and teaching about students' achievement in relation to learning objectives. With this information, the teacher makes informed decisions about what should be done to enhance the learning of students or to improve teaching methods. Assessment must be:

- mainly open-ended, allowing for discussion and revision of new understanding.
- tolerant of divergent thinking of students and promote the notion of no "one right answer".
- presented in alternative mode, not just paper-and-pencil responses to limiting questions.
- designed to foster analysis, comparison, generalization, prediction, and modification according to the grade and development level.
- capable of promoting collaboration and team effort in demonstration of competence.
- ongoing and cumulative, showing growth over time.

Formative (Internal) Assessment

Internal assessment refers to the assessment practices employed as part of the learning and teaching process. It is an ongoing process throughout the session and uses Test — Feedback — Adjust cycle repeatedly to improve students' performance and efficiency in learning and teaching. In designing internal assessment for the subject, teachers should maintain a proper balance between the formative and summative functions of assessment. It should be comprehensive to cover all the objectives as per curriculum. A diversity of assessment modes should be adopted so that students are given opportunities to develop and demonstrate the full range of learning outcomes of the curriculum, including those of knowledge, skills and values and attitudes.

Methods for Internal/Formative Assessment

Following tasks can help in formative assessment;

- assignments • quizzes • tests • group discussions • oral/multimedia presentations • worksheets • online interactive activities • role play

- demonstration • practical exercises

Feedback on students' work in all of the above tasks must be prompt, effective, and efficient. Assessment should have questions setting that specifically help in finding out knowledge, understanding and skills.

Summative /External Assessment

Summative assessment will be managed by concerned Board of Intermediate and Secondary Education. It will be composed of two parts;

1) Theory Assessment /Written examination: The theory examination is suggested to consist of a wide variety of questions. Its overall weight age should be 40 %. It should be based on the curriculum rather than textbook. The assessment should be designed to examine the candidate's understanding of the whole syllabus and should test the range of abilities according to Bloom Taxonomy.

2) Practical Assessment/Practical examination: This is designed to test Practical skills of students. Its overall weight age should be 60%. It will comprise of written exam (10%), practical (70 %) and viva/oral exam (20%).

A standards-referenced approach will be adopted for grading and reporting student performance. The purpose of this approach is to recognize what each student can do in the subject at the end of the 2-year secondary school level education. The performance of each student will be matched against a set of performance standards, rather than comparing to the performance of other students. It makes the implicit standards explicit by providing specific indication of individual student performance. Descriptions will be provided for the set of standards.

Guidelines for Writing a Textbook

A textbook is an important teaching and learning resource and one of the most extensively used resources in classrooms. To reflect national needs and aspirations the needs and aspirations, the textbooks should be written in accordance with this curriculum. This curriculum meets not only the general aims and objectives but also fulfills the specific requirements of the individual subject. As the textbook serves as a framework for teaching, the author/authors should consider the following features:

- A textbook must include an introduction to the textbook, explaining how to use the textbook
- The textbook must be in line with the National Curriculum, covering all SLOs of each theme or concept.

- Content and illustrations must be culturally, contextually and age appropriate.
- All text and material must be accurate, up-to-date and error-free.
- The continuity of the concepts, their integration and logical development should be ensured.
- Horizontal and vertical overlapping of the concepts should be avoided.
- The textbook should be informative and interactive with questions to be put at suitable intervals to provoke the students to think.
- The language used should be simple, clear, straight forward, unambiguous and easily comprehensible by the students of the particular level.
- Simple questions may be asked within the chapter, which requires students to recall, think, and apply what they have just learnt as well as to reinforce the learning of the concepts and principle.
- The examples and applications should be from everyday life and be supportive of our cultural values.
- Photographs and illustrations should be clear, labeled and supportive of the text. Tables, flow charts and graph may be given wherever needed.
- Key points at the end of each chapter should provide a summary of the important concepts and principles discussed in the chapter.
- End-of-the-Chapter exercises must include a variety of assessment styles based on levels of Bloom's Taxonomy. These should encourage students to think, develop skills, and use information for a variety of purposes.
- Textbooks should be free from all kinds of biases including, gender, religion, occupation, social background etc.
- To make the students self-learner use of IT based resources may be encouraged. Relevant internet links and other online resources may be included.
- Glossary of the new vocabulary must be included.

Guideline for planning and writing a chapter

The textbook author may decide the titles of each chapter and can choose to cover students' learning outcomes (SLOs) from any themes in developing the content of the chapter. The textbook author must also keep in mind that a number of SLOs cannot be addressed in the text (as if this is done it would lead students to simply memorize the text and not serve the realization of the curriculum). These SLOs could be realized through questions and practical activities within and at the end of the chapter exercises.

- Learning outcomes must be given at beginning of each chapter.
- Decide on key ideas, facts, concepts, skills and values that can be developed.
- Illustrations must clearly convey the desired concept.

- Activities must demand from students to do inquiry and problem solving according to grade level.
- Ensure that the content is up to date, accurate and developmentally appropriate.
- Contents must be in line with chapter outcomes.
- Language must be consistent, culturally appropriate and grammatically correct (as if talking to a group).
- Language must engage and hold reader's attention.
- Recall previous learning, where possible.
- Structure the writing so that the sentence is simple, paragraphs deal with single ideas etc.
- Interesting information in the form of tidbits, fact file, point to ponder etc. must be given.
- Write a summary/concept map at end of each chapter, reviewing key knowledge and skills.
- End-of-chapter exercises
- Recall and integrate previous learning
- Engage students and develop their creativity
- Move from lower to higher order thinking
- Focus on multiple intelligences
- Keep the text contextually relevant in line with local teaching and learning.
- Provide website links for further research

Guidelines for Writing Learner Workbook

Workbooks are books that contain writing activities and exercises that build upon each chapter in the textbook. Workbook exercises help students to develop conceptual understanding of the concepts dealt with in the text, to develop skills and to apply knowledge to new situations. Basic features of a workbook A workbook should have:

- Various exercises and activities for each chapter, topic, subtopic.
- Exercises and activities that will enable student to develop and practice the content knowledge, skills and higher order thinking.
- Accurate and variety of exercises.
- Clear illustrations/ examples/ explanations to show what students are supposed to do, and/or what product looks like.
- Exercises and activities with a variety of purposeful, stimulating, challenging and innovative items to encourage students to review and practice the knowledge and skills they have learnt.
- Exercises that include both constructed and restricted response items.
- Activities, which requires readily available, acceptable, and affordable materials and resources.

Basic Requirements for Lab (Tools/Equipment)

Sr.#	Item Description	Brand Name/ Model No	Standard Quantity
1.	Cleaning equipment, including small equipment (cloths, dusters, mops, brushes, buckets, hand-held cleaning spray),	Local	3 x class sets
2.	Guest services resources, handouts, articles, journals	Local printed	3 x class sets
3.	Memo forms	Local printed	20
4.	Menus, drinks lists, brochures, prices (including room rates), other promotional materials (including posters, blackboard / whiteboards, illustrated menu boards, vouchers and loyalty cards, additional promotional information)	Local printed	3 x class sets
5.	Notepads for recording messages	Local printed	20
6.	Operating manuals and specifications for tools and equipment relevant to hotel industry	Software	Class set
7.	Supplies, including bedsheets, pillow cases, towels, cleaning agents, equipment and supplies, paper towels	Local (White Linen)	Class set
8.	Food outlet log books		1 class set
9.	Food outlet logs for recording accidents and incidents		1 completed class copy as example 20 blank copies
10.	Guest services resources, handouts, articles, journals		1 class set
11.	Record of guest reservations		20 copies
12.	Record of guest needs, likes and dislikes		1 completed class copy as example 20 blank

			copies
13.	Tableware (table coverings, cruet sets, table decorations, menu holders, ashtrays)		20 sets
14.	Service list/menu dishes/flats, plate rings, sauce boats, soup tureens, service cloths		20 sets (minimum)
15.	Service equipment and utensils for serving food at the counter		20 sets
16.	Holders for order pads		20 sets
17.	Hot plates/plate warmers (stocked as required for service)		5
18.	Trays/trolleys		10
19.	Sideboards/side tables/service station		5
20.	Counter service materials, including posters, black/white board, menus board, promotional materials showing special offers		1 set
21.	Waiters' pantry		2 installations
22.	Front office stationery, including booking and amendment forms, arrivals and departure lists, house lists, accounting stationery, invoices Reception desk	Local designed ,Printed	Class set
23.	Telephone system		1 installation
24.	Room keys or cards	Local designed	Class set
25.	Standard operating procedures for front office, including handling problems and managing payments		20 sets
26.	Work area logs book	Local designed	20 sets
27.	Complaints Log book	Local designed	3 sets
28.	Bill/Check folders	Local designed	20 sets
29.	Cash till (mechanical/electronic)		1
30.	Cash float and mechanism for keeping cash secure	Artificial currency, local and international	5 sets
31.	Illustrative range of emergency notices		1 set

32.	Fire equipment including the provision of fire exits, fire doors, fire extinguishers, alarm systems, emergency lighting, fire safety and exit signs		1 set
33.	First aid equipment properly stocked: Food safety plasters, in a variety of different sizes and shapes; small, medium and large sterile gauze dressings; sterile eye dressings; triangular bandages; crêpe rolled bandages; safety pins; disposable sterile gloves; scissors; alcohol-free cleansing wipes; tape; distilled water, for cleaning wounds and as an eye bath		1 set
34.	Food outlet logs for recording accidents and incidents		1 example copy
35.	Tools and equipment for disposing of waste, including waste disposal units, recycling bins, garbage drums on wheels (foot operated) with garbage bags included		2 sets
36.	Floor mop bucket	Material: Plastic with Steel Handle and 4 Wheels 63*27*67cm	1
37.	With 02 Dry Mops with handles and 02 Wet mops with handles.		
Sr.#	Item Description	pack size: 46.5*27*29cm	Standard Quantity
1.	Cleaning equipment, including small equipment (cloths, dusters, mops, brushes, buckets, hand-held cleaning spray),		3 x class sets
2.	Guest services resources, handouts, articles, journals		3 x class sets
3.	Memo forms		20
4.	Menus, drinks lists, brochures, prices (including room rates), other promotional materials (including posters, blackboard / whiteboards, illustrated menu boards, vouchers and loyalty cards, additional promotional information)		3 x class sets
5.	Notepads for recording messages		20
6.	Operating manuals and specifications for tools and equipment relevant to hotel industry		Class set
7.	Supplies, including bed sheets, pillow cases, towels, cleaning agents, equipment and supplies,		Class set

	paper towels		
8.	Food outlet log books		1 class set
9.	Food outlet logs for recording accidents and incidents		1 completed class copy as example 20 blank copies
10.	Guest services resources, handouts, articles, journals		1 class set
11.	Record of guest reservations		20 copies
12.	Record of guest needs, likes and dislikes		1 completed class copy as example 20 blank copies
13.	Tableware (table coverings, cruet sets, table decorations, menu holders, ashtrays)		20 sets
14.	Service list/menu dishes/flats, plate rings, sauce boats, soup tureens, service cloths		20 sets (minimum)
15.	Service equipment and utensils for serving food at the counter		20 sets
16.	Holders for order pads		20 sets
17.	Hot plates/plate warmers (stocked as required for service)		5
18.	Trays/trolleys		10
19.	Sideboards/side tables/service station		5
20.	Counter service materials, including posters, black/white board, menus board, promotional materials showing special offers		1 set
21.	Waiters' pantry		2 installations
22.	Front office stationery, including booking and amendment forms, arrivals and departure lists, house lists, accounting stationery, invoices Reception desk		Class set
23.	Telephone system		1 installation

24.	Room keys or cards		Class set
25.	Standard operating procedures for front office, including handling problems and managing payments		20 sets
26.	Work area logs book		20 sets
27.	Complaints Log book		3 sets
28.	Bill/Check folders		20 sets
29.	Cash till (mechanical/electronic)		1
30.	Cash float and mechanism for keeping cash secure		5 sets
31.	Illustrative range of emergency notices		1 set
32.	Fire equipment including the provision of fire exits, fire doors, fire extinguishers, alarm systems, emergency lighting, fire safety and exit signs		1 set
33.	First aid equipment properly stocked: Food safety plasters, in a variety of different sizes and shapes; small, medium and large sterile gauze dressings; sterile eye dressings; triangular bandages; crêpe rolled bandages; safety pins; disposable sterile gloves; scissors; alcohol-free cleansing wipes; tape; distilled water, for cleaning wounds and as an eye bath		1 set
34.	Food outlet logs for recording accidents and incidents		1 example copy
35.	Tools and equipment for disposing of waste, including waste disposal units, recycling bins, garbage drums on wheels (foot operated) with garbage bags included		2 sets
36.	Floor mop bucket		1
37.	With 02 Dry Mops with handles and 02 Wet mops with handles.		
38.	Lemons Squeezer (Steel made, Local)		3
39.	Air Tight Jars		40
40.	Pressure Cooker		3

	Industrial Aluminum Stainless Steel Capacity Body Material		
41.			
42.			
43.			
44.	Woks / Karahi		6
45.	French Fried Cutter (Local)		1
46.	Microwave Oven (Conventional) Capacity 62 Liters Power Output 1200w Power input (Grill) 1200w Colors Black / Silver Digital Control Panel Huge Capacity SS front & handle Grill Function Weight / Time defrost Attractive LED Display		1
47.	POTS: Material: Aluminum Sizes: Number 10 with round bottom: Number 9 with round bottom:		2each

	Number 8 with round bottom: Number 7 with round bottom: Number 6 with round bottom:		
48.	KARAHIS: Material: Aluminum Sizes: Number 5 with round bottom: Number 4 with round bottom: Number 3 with round bottom: Number 5 with Flat bottom: Number 4 with Flat bottom: Number 3 with Flat bottom:		2 each
49.	SAUCE PANS: Sizes: Number 9 Number 7		6
50.	FRY PANS: Sizes: Number 4		6
51.	NON-STICK FRY PANS: Sizes: 30cm Diameter		
52.	NON-STICK SPOON SET (06- PCS)		4
53.	STEAMER: 3 Piece Steamer Stockpot 18/10 Stainless Steel) 6 QUART/5.7 LITRE 3 PIECE STAINLESS STEEL SITS FLAT IMPACT BONDED FOR EVEN HEAT DISTRIBUTION 18/10		4

	Size: 10" IN DIAMETER AND 8 1/2" TALL		
54.	CAST IRON GRILL: Sizes: 35cm diameter Sizes: 24cm diameter		3 4
55.	Cutlery Utensils (124 Pieces Set) Tea Spoon 12 PCS Dessert Spoon 12 PCS Dessert Fork 12 PCS Dessert Knife 12 PCS Service Curry Spoon 4 PCS Service Rise Spoon 4 PCS Demitasse Spoon 6 PCS Sugar Spoon 2 PCS Butter Knife (Sheet) 2 PCS Service Fork 2 PCS Cake Fork 12 PCS Ice Cream Spoon 12 PCS Soup Spoon 12 PCS Cake Lifter 2 PCS Soup Ladle 9" 2 PCS Tea Spoon Big 12 PCS Service Tong 2 PCS Ice Tong 2 PCS		1
56.	Refrigerator Single Door Size 30"x28"x80" Upright , Stainless Steel Body Commercial Usage		1

57.	Deep Freezer Double Door, Single Door Size 30"x28"x80" Stainless Steel Body Commercial		1
58.	Salamander Grill (Stainless Steel) Dimension 880*440*610 mm Controlllers 6 Power 10.3Kw Weight 47Kg		1
59.	Bain Marie Mobile Dry Bain Marie With Cabinet(Hot) 4 Bowls Dimension 1060*668*900mm Voltage 220V-240V Max Height of GN Pans 150mm *Hot air circulation heating *With four 1/2 GN pans and one		1

	1/1 GN pan		
60.	Bakery oven Single Deck 56x36x35 Stainless Steel		1
61.	Cutting boards Teflon (Different Colors) 24x18x2		12
62.	<p>Dinner-ware set (One)</p> <p>Shape: Square</p> <p>Pattern: Solid</p> <p>Set Include: 80-piece</p> <p>Care Instruction: Dishwasher Safe</p> <p>Exact Color: White</p> <p>Color: White</p> <p>Set Includes:</p> <p>12 x 10-inch Dinner Plates</p> <p>12 x 7-inch Salad Plates</p> <p>12 x 7-inch Bowls</p> <p>12 x 10.5-ounce Mugs</p> <p>12 x 4-inch Sauce Dishes</p> <p>2 x 2-ounce Salt Shaker</p> <p>2 x 2-ounce Pepper Shaker</p> <p>2 x 8-ounce Sugar bowl with lid</p> <p>2 x 8.75-ounce Milk creamer</p> <p>2 x 8.5-inch Butter dish with lid</p> <p>2 x 20-ounce Gravy boat</p> <p>2 x 10-inch Large Serving bowl</p> <p>2 x 13.75-inch Rectangular platter</p>		1

63.	<p>Various knives & choppers (Set)</p> <p>Description:</p> <p>High-carbon stainless steel blades</p> <p>Durable bolster</p> <p>Ergonomic hollow stainless steel handle</p> <p>Includes all-purpose household shears</p> <p>Dishwasher safe</p> <p>Dimensions:</p> <p>Chef's knife: 8 inches long</p> <p>Slicing knife: 8 inches long</p> <p>Santoku knife: 5.5 inches long</p> <p>Serrated utility knife: 5.5 inches long</p> <p>Paring knife: 3.5 inches long</p> <p>Bird's peak paring knife: 2.75 inches long</p> <p>Cleaver: 8 Inches</p> <p>Serrated Knife: 18 inches</p> <p>Palette Knives: 10 inches</p> <p>Sharpening steel: 8 inches long</p> <p>Steak knives: 4.5 inches long</p> <p>Block: 14.5 inches high x 7.2 inches long x 6.8 inches wide</p>		4
64.	<p>Strainer different size</p> <p>Fry Jali with wooden handle (03 numbers)</p> <p>Stainless steel basket with 28 cm diameter (02 numbers)</p> <p>Flour sieves set (04 sieves) (01 set)</p>		6
65.	<p>Measuring tools & equipment (Set)</p> <p>Measuring cups 01 sets</p>		4

	<p>Measuring spoons 01 sets</p> <p>Measuring jugs 01 Number</p> <p>Local Made</p>		
66.	Various moulds for baking (Set of 3)		8
67.	Baking trays		6
68.	<p>Lava Rock Gas Griller with Shelves</p> <p>Dimension : 800*900*(850+60) mm</p> <p>Power : 17KW/58188BTU</p> <p>LPG Gas Pressure : 2800Pa</p> <p>LPG Gas Consumption : 1.238kg/h</p> <p>NG Gas Pressure : 2000Pa</p> <p>NG Gas Consumption : 1.588m3/h</p> <p>N.W : 137 Kg</p> <p>G.W : 208 Kg</p> <p>Free Standing</p>		1
69.	<p>Deep Fat Fryer (Gas operated)</p> <p>Freestanding Gas 2-Tank 2-Basket</p> <p>Fryer with chip dump table, with two</p> <p>Basket</p> <p>Dimension :</p> <p>500*700*1080 mm</p> <p>Power : 27KW/92125BTU</p> <p>Capacity :36L</p> <p>LPG Gas Pressure :2800Pa</p>		2

	<p>LPG Gas Consumption :1.70kg/h</p> <p>NG Gas Pressure :2000Pa</p> <p>NG Gas Consumption :5.53m3/h</p> <p>N.W:62kg</p> <p>G.W :80Kg</p>		
70.	<p>Sink</p> <p>Triple Sink Bench</p> <p>Dimension:1500x610x900+200mm</p> <p>Package Dimension</p> <p>1520x630x680 mm</p> <p>Cube :0.65 m3</p> <p>Weight: 24Kg</p> <p>Gross Weight: 27Kg</p> <p>Legs: 4</p>		1
71.	<p>Working Table (Stainless Steel) Two Shelves</p> <p>60x24x35 inches</p>		4
72.	<p>Food Processor (1000 W Motor)21x22x40</p>		2
73.	<p>Meat Grinder Metal Body 3.6 KG</p> <p>Material: Stainless Steel(450x360x340mm)</p>		1
74.	<p>Stoves / Cooking Range</p> <p>Dimension :</p> <p>60"x24"x35"</p> <p>Gas Nozzle 3 Commercial burners with Tray heavy duty commercial</p> <p>Stove.</p> <p>Full Stainless steel.</p>		3

75.	Multimedia Projector with white screen		1
76.	Computer Core i7 with 21" LCD		1
77.	Printer LaserJet with Wi-Fi		1
78.	Exhaust Hood Dimensions : As per individual lab Exhaust Hood (Stainless Steel) with Filters, Shape and size: as per the site of the lab individually		1 (24 feet)
79.	Griddle/ Hot Plate Dimension : 1220*840*360+60 mm Grilled Board Dimension : 1216*612*20 mm Power : 35.2KW/120000BTU Burners : 4		1
80.	Exhaust Ducting and Blower (50 ft.) Material: MS Ducting and Blower Size: As per site of individual lab Dimensions: As per individual lab.		1 (50 foot)
81.	Storage Rack/ Shelves Stainless Steel (4 shelves) Dimension : 36"x18"x72" Legs: 4		2
82.	Barbeque Counter 4ft x 22" x 40" With 50 Standard Kebab Bars and 50 Seeks Bars of Iron		1
83.	Tandoor (Gas Operated) Height x Top Length x Mouth Dia. X Belly Dia. 32"x28"x12"x24" Stone clay body 2" Hard Coated Stainless Steel Body		1

	Reinforcement Metal Rings Triple layer insulation Disposal Tray Cast Iron Gas Plate Include 12 Skewers 6" wheels 13" Butler Plate to detect Flame Warranty required		
84.	Stainless Steel Food Pan		6
85.	Stainless Steel Bowls Small : 30 Medium: 20 Large: 20 Extra Large: 10		
86.	Stainless Steel Bowls Capacity 1500 mL		6
87.	Dough Mixer Electric, with Stainless Steel 9 Liter Bowl capacity		1
88.	Rolling Pin with Board set Wooden		2

89.	Egg Slicer		4
90.	Wire Whisk Stainless Steel Material Small (10 inches) Medium (14 inches) Large (18 inches)		4 4 4
91.	Piping Bag (Canvas Material) with different shaped 6 nozzles		4
92.	Soup Bowls/ Suitable for all hob types. Black Bakelite handles with glass lid. 23cm Diameter. 7 Liters capacity		4
93.	Bread Toaster		1
94.	Deep dish (Stainless Steel) Small:- Stainless Steel Deep Square Balti Dish Size: 200x200x95mm Capacity: 2.5L Medium:- Stainless Steel Square Balti Dish Size: 255x255x65mm Capacity: 3.2L Large:- Stainless Steel Deep Tray		10 10

	<p>Size: 410x310x55mm</p> <p>Capacity: 4.8L</p>		10
95.	<p>Jug (Hotel and Restaurant Glass water Jug / cold water jug /</p> <p>high polishing finishing</p> <p>Capacity: 1.7 Liters</p> <p>Size: Dia8.8*22.2cm</p>		4
96.	<p>Dust Bin/Waste Bin (foot Operated)</p> <p>Material: Plastic, HDPE (High Density Polyethylene)</p> <p>Structure: Standing</p> <p>Type: with wheels & pedal and lid cover</p> <p>Capacity: 60 Liters</p> <p>Top(mm): 360 x 360</p> <p>Bottom(mm): 300 x 300</p> <p>Height(mm): 620</p> <p>Color: Yellow or Red</p>		4
97.	Steel Brush (Wire Brush) Wooden Handle		4
98.	Egg Beater		2
99.	Steak Hammer		2

100.	Mandolin Type: Adjustable Operations		4
101.	Electric Fly Killer Blue light for insect attraction		2
102.	Hot Air Hand Dryer		1
103.	Water Filter System Size: Medium		1
104.	Scrubbing Pads (Metal, Plastics, etc.)		20
105.	Rubber Spatulas		6
106.	Rice Strainers		6
107.	S.S Cooking Spoon set		3
108.	Silicone Molds and shapes		
109.	Food Containers Plastic. 500 ml 1000ml 2000ml 5000ml		5 5 5 5
110.	Measuring Scale Digital 0.1g to 25kg		2
111.	Food Brush		6
112.	Liquid Bottles Plastic 1 liter 1.5 liter		5 5

