

NATIONAL INSTITUTE OF TECHNICAL TEACHERS TRAINING AND RESEARCH
Taramani, Chennai – 600113

Name of the Post: Senior Secretariat Assistant (Steward)

PHASE II: SYLLABUS FOR WRITTEN TEST

COMMUNICATION SKILLS	
Introduction to Communication Skills	Communication and its importance Principles of Effective communication Types of communication - verbal, non verbal, written, email, talking on phone. Non verbal communication -characteristics, components-Para-language Body language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort.
Listening Skills	Listening hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening
Motivational Training	Characteristics Essential to Achieving Success. The Power of Positive Attitude. Self-awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning.
Behavioral Skills	Problem Solving Confidence Building Attitude
OCCUPATIONAL SAFETY, HEALTH AND ENVIRONMENT EDUCATION	
Safety & Health	Introduction to Occupational Safety and Health importance of safety and health at workplace.
Occupational Hazards	Basic Hazards, Chemical Hazards, Vibroacoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.
Accident & safety	Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.
First Aid	Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person.
Basic Provisions	Idea of basic provision legislation of India. Safety, health, welfare under legislative of India.
Ecosystem	Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.
Pollution	Pollution and pollutants including liquid, gaseous, solid and hazardous waste
Energy Conservation	Conservation of Energy, re-use and recycle.
Global warming	Global warming, climate change and Ozone layer depletion.
Ground Water	Hydrological cycle, ground and surface water, Conservation and Harvesting of water.
Environment	Right attitude towards environment, Maintenance of in -house environment.

QUALITY TOOLS	
Quality Consciousness	Meaning of quality, Quality characteristic.
Quality Circles	Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.
Quality Management System	Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.
House Keeping	Purpose of House-keeping, Practice of good Housekeeping.
Quality Tools	Basic quality tools with a few examples.

Skill test should focus on the above mentioned syllabus and also need to test on the following aspects.

1. To make acquaintance with Dining/ Pantry/ equipment's.
2. Hygienic handling of cutlery, crockery, glassware and Trays. Laying & Relaying of table cloth during and before meals.
3. Correct handling & practices of service spoon & service Fork.
4. Styles of Services placing plates & dishes, Silver & Pre plated service method & techniques.
5. Serving & clearing of a meal.
6. Familiarization with French names of vegetables, Fruits, cutleries, rockeries, glassware & Miscellaneous items.
7. Practice of service communication skills, customer relation, management, Social ethics, grooming & hygienic habits.
8. Rules to be observed while waiting at the table.
9. Sequence of services. Receiving Et seating the guest, presenting menus cards & taking order from guest & writing of K.O.T.
10. Passing the order to the Kitchen of Pick-up.
11. Service of Tea & Coffee.
12. Cover Lay out for different types of Breakfast & their service (Restaurant/Room Service)
13. Making & Presentation of Bills.
14. Organizing Parties & functions, Buffets & Banquets Indian & Int'l food service procedure and service methods.
15. Booking special occasion/function and organizing it.
16. Knowledge of statutory compliance particular to trade requirement.

--Sd--
DIRECTOR