

KERALA PUBLIC SERVICE COMMISSION

**DETAILED SYLLABUS FOR THE POST OF JUNIOR INSTRUCTOR (CATERING AND
HOSPITALITY ASSISTANT) IN INDUSTRIAL TRAINING DEPARTMENT
(CAT.NO.881/2025)**

(TOTAL 100 MARKS)

Module No.	Title	Sub topics	Marks
MODULE 1	INTRODUCTION TO HOSPITALITY	INTRODUCTION TO THE HOTEL INDUSTRY - GROWTH OF HOTEL INDUSTRY IN INDIA -TYPES OF HOTELS - CONTRIBUTIONS OF FOOD AND BEVERAGE IN THESE OUTLETS - CLASSIFICATION OF FOOD AND BEVERAGE OPERATION - IMPORTANCE AND ROLE OF HOUSE KEEPING IN A HOTEL- LAWS RELATING TO HOSPITALITY INDUSTRY.	10
MODULE 2	RELATIONSHIP AMONG DEPARTMENTS IN HOTEL	HIERARCHY IN DIFFERENT TYPES OF HOTELS - DUTIES AND RESPONSIBILITIES OF STAFF IN VARIOUS DEPARTMENTS OF A HOTEL – HIERARCHY IN VARIOUS DEPARTMENTS-STAFF ETIQUETTE- INTER-DEPARTMENTAL RELATIONSHIP.	10
MODULE 3	FOOD AND BEVERAGE SERVICE OPERATIONS	FAMILIARIZATION AND CLASSIFICATION OF FOOD AND BEVERAGE EQUIPMENT- GLASSWARE, TABLE WARE, CUTLERY AND CROCKERY –PANTRY-STILLROOM- FOOD PICKUP AREAS- STORES LINEN ROOM -KITCHEN STEWARDING- SILVER ROOM -ORIGIN OF MENUS -TYPES OF MENUS- A LA CARTE- TABLE DE HOTE- PRINCIPLES OF MENU PLANNING- MENU COMPILATION- FRENCH CLASSICAL MENU- GENERAL ACCOMPANIMENTS- ORDER	10

		TAKING- TYPES OF BREAKFAST-CLASSIFICATION OF BEVERAGES- MOCK TAILS- COCK TAILS- ATTRIBUTES OF A GOOD WAITER.	
MODU LE 4	INTRODUCTION TO HOUSEKEEPING	ART OF THE HOUSEKEEPING- TYPES OF WORK DONE IN THE FIELD OF INSTITUTION HOUSEKEEPING. IMPORTANCE OF SAFETY - PRECAUTION TO BE OBSERVED WHILE HANDLING THE CLEANING EQUIPMENT AND USING OF CLEANING MATERIALS.	10
MODU LE 5	HOUSEKEEPING OPERATIONS	AREAS FOR HOUSEKEEPING -STAFFING OF THE HOUSE KEEPING DEPARTMENT IN HOTELS- PERSONALITY TRAITS OF HOUSE KEEPING STAFF- DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFF- RULES ON A GUEST FLOOR- WORK ROUTINE HOUSEKEEPING- DESK CONTROL- COORDINATION OF HOUSE KEEPING WITH OTHER DEPARTMENTS STANDARD SUPPLIES- REGULAR SUPPLIES- V.I.P. AND V.V.I.P. STANDARD CONTENTS. PROCEDURES FOLLOWED FOR LOST AND FOUND ITEMS. - REGISTERS AND RECORDS MAINTAINED. -KNOWLEDGE OF DIFFERENT TYPES OF KEYS- KEY CONTROL.	10
MODU LE 6	CLEANING EQUIPMENTS AND AGENTS	CLASSIFICATION OF CLEANING AGENTS- SELECTION OF CLEANING AGENTS- USES- CARE- STORAGE OF CLEANING AGENTS. DISTRIBUTION AND CONTROL OF CLEANING AGENTS- TYPES OF CLEANING EQUIPMENT- MANUAL EQUIPMENT FOR CLEANING- USES AND CARE - HYGIENE AND SAFE CLEANING. -GENERAL PRINCIPLES OF CLEANING. -WEEKLY CLEANING -SPRING CLEANING - SPECIAL CLEANING TASKS.	10

MODU LE 7	HOUSE KEEPING PROCEDURES	RULES TO BE FOLLOWED WHEN ON A GUEST FLOOR- PROCEDURES FOLLOWED WHEN CLEANING, - EVENING SERVICE -SECOND SERVICE BED MAKING- DAILY ROUTINE SYSTEMS FOLLOWED IN THE HOUSE KEEPING DEPARTMENT- BASIC KNOWLEDGE OF FLOWERS- INDOOR PLANTS AND THEIR CARE- FLOWER ARRANGEMENTS- IMPORTANCE OF PEST CONTROL- CATEGORIES OF PESTS -CONTROL OF PESTS. - DIFFERENT PESTICIDES/INSECTICIDES USED.	10
MODU LE 8	FRONT OFFICE OPERATIONS	GUEST CYCLE- RECEPTION MANAGEMENT -DIFFERENT TYPES OF FORMS USED IN RECEPTION -MODES OF RESERVATION -SOURCES OF RESERVATION, -PROCEDURES FOR MAKING RESERVATION. -GUARANTEED/ NON- GUARANTEED RESERVATION. OVERBOOKING -CANCELLATION AND AMENDMENTS. -MANUAL RESERVATION SYSTEM-. COMPUTERIZED RESERVATION SYSTEM -CENTRALIZED RESERVATION SYSTEM -TERMINOLOGY OF RESERVATION-UPSELLING IN FRONT OFFICE- DUTIES AND RESPONSIBILITIES OF BELL BOY- NETWORKING AND INTERNET COMMUNICATION.	10
MODU LE 9	KITCHEN OPERATIONS	HISTORY OF COOKERY. - ORIGINS OF MODERN COOKERY. -LEVELS OF SKILL ATTITUDE AND BEHAVIOR IN THE KITCHEN- KITCHEN UNIFORMS. - SAFETY PROCEDURES FOR HANDLING EQUIPMENTS.- KITCHEN STAFFING IN VARIOUS CATEGORY HOTELS. -DUTIES AND RESPONSIBILITIES OF EXECUTIVE CHEF AND VARIOUS CHEFS DEPARTMENTAL COORDINATION	10

MODU LE 10	METHODS OF COOKING AND UTENSILS USED	PREPARATIONS OF INGREDIENTS-METHODS OF MIXING FOOD- METHODS OF COOKING FOOD- CLASSIFICATION CUTS OF VEGETABLES- USES OF FRUITS IN COOKERY- CLASSIFICATION OF SOUPS- NATIONAL SOUPS- CLASSIFICATION OF SAUCES - MOTHER SAUCES- DERIVATIVES-TOOLS AND UTENSILS USED IN THE KITCHEN- KITCHEN GADGETS - INTRODUCTION TO HYGIENE AND HEALTHY LIVING, IMPORTANCE OF PROPER VENTILATION, LIGHTING AND SANITATION -SAFETY PRECAUTION- IDENTIFYING AND PREVENTING HYGIENE RISKS FOR SELF AND OTHERS- COMMON CULINARY TERMS WITH EXAMPLES.	10
		TOTAL MARKS	100

NOTE: - It may be noted that apart from the topics detailed above, questions from other topics prescribed for the educational qualification of the post may also appear in the question paper. There is no undertaking that all the topics above may be covered in the question paper.