

DETAILED SYLLABUS FOR THE POST OF ASSISTANT MANAGER IN KERALA LABOUR WELFARE FUND BOARD		
	CATEGORY NO.433/2024	
	TOTAL : 100 MARKS	
Module	Topic	Marks
Module 1: Food Production	Kitchen organization and hierarchy Cooking aims/objectives, methods, Basic Indian Regional and international cuisines Basic Principles of Food Production - Vegetable and fruit, Stocks, Sauces & Gravies, Soups, Egg, Meat, Fish Cookery. Food safety and HACCP Rice, Cereals & Pulses. Larder, Charcuterie Ingredient sourcing, storage, portion control Bakery and patisserie fundamentals Commodities - Shortening, Raising agents, Thickening agents, Sugar, Milk, Cream, Cheese, Butter. Costing and yield management	12
Module 2: Food & Beverage Service	Departmental organisation, F&B Service Equipment Preparation for Service, Types of food service styles, Planning & Operating various F&b Outlet, Gueridon Service Beverage classification, Alcoholic Beverage, Wines, Beer, Spirits, Aperitifs, Liqueurs Cocktails, Mixed drinks and Bar operations, Tobacco. Function Catering - Banquets, Buffets setup Managing F&B Outlet, Customer service skills and upselling POS systems and billing procedures, Kitchen Stewarding	12
Module 3: Front Office Management (FO)	Role and functions of the front office in hotel operations, Computer Applications in FO Reservation systems (manual and computerized), FO Accounting Guest registration, check-in, check-out procedures, Guest cycle, Types of rooms Handling guest complaints and service recovery techniques Night audit procedures and revenue reconciliation Coordination with other departments	12
Module 4: Housekeeping Management	Organizational structure of the housekeeping department, Keys, Room layout & guest supplies Cleaning schedules, standards, and equipment usage, Layout of Guest rooms Linen and uniform management, inventory control, Interior decoration Pest control and waste management practices Health, safety, Security and hygiene protocols	12
Module 5: Hospitality Marketing	Budgeting and cost control 7 Ps of Marketing Segmentation, Targeting, and Positioning Sales promotions for Hospitality Services Pricing strategies & revenue management basics	8

	CRM in marketing and loyalty programs Digital marketing tools	
Module 6: HR Management	Introduction to HR, Recruitment and selection processes Training and development programs Performance appraisal and theories of motivation Labor laws and employee welfare Conflict resolution and team building Succession planning	8
Module 7: Financial Management	Introduction to accounting, Journal, Ledger, Subsidiary books, Understanding Financial Statements Budget preparation and forecasting Cash Book, Bank Reconciliation Statement, Trial Balance, Final accounts, Capital & Revenue Expenditure. Revenue Management Tools Financial ratios and KPIs Investment appraisal	8
Module 8: F&B Management	Cost Dynamics - Elements and Classification of cost Sales Concept Inventory Control, Beverage Control Sales Control, Budgetary control Variance analysis, Breakeven analysis, Menu Merchandising, Menu Engineering, MIS	8
Module 9: Event Management	Planning and execution of events Venue selection and AV requirements Vendor management and contracts Risk assessment and contingency planning Post-event evaluation, Event Dossier Technology in event management	10
Module 10: Tourism Management	Types of tourism, Guides, Escorts, Tourism Regulations, Operations Destination management strategies Tour packaging and itinerary Sustainable tourism practices Tourism marketing, Global tourism trends Collaboration with OTAs	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.