

Project Report Based on Hotel Training



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1. Introduction to Hotel Training

Introduction to Hotel Training from December 1st to December 6th, an intensive hotel training program was conducted, covering four key departments essential for the seamless operation of a hospitality establishment. The primary objective of this training was to equip participants with the necessary knowledge and practical skills required to excel in various roles within the hotel industry.

This comprehensive program was designed to provide a balance of theoretical learning and hands-on experience, ensuring that trainees gained a deeper understanding of hotel operations. The training focused on four major departments: front office operations, housekeeping management, food and beverage service, and food production. Each of these departments plays a crucial role in delivering top-notch guest experiences and maintaining service excellence.

Participants engaged in interactive workshops, hands-on demonstrations, and real-life simulations, allowing them to immerse themselves in different aspects of hotel operations. They learned about effective customer service strategies, efficient management techniques, and innovations in the culinary sector. This well-rounded training program laid a strong foundation for individuals looking to build successful careers in the dynamic and ever-evolving hospitality industry.

1.1 Hotel Departments

A hotel consists of various departments that work together to ensure smooth and efficient operations. These departments coordinate different tasks and responsibilities to maintain harmony and achieve organizational goals. Broadly, hotel departments are categorized into two main types:

- Operational Departments
- Functional Departments

Operational Departments:

Operational departments are responsible for the core activities of a hotel and ensure the smooth day-to-day functioning of hospitality services. These

departments handle guest interactions, service delivery, and essential operational tasks.

Front Office Department:

The front office serves as the face of the hotel, as it is the first point of contact for guests. It plays a vital role in managing check-ins, check-outs, reservations, and guest inquiries while ensuring exceptional customer service.

Housekeeping Department:

Housekeeping is responsible for maintaining cleanliness, hygiene, and overall organization within the hotel premises. This department ensures that guest rooms and common areas remain well-kept, offering a comfortable and pleasant environment for guests.

Food and Beverage Service Department:

This department focuses on providing high-quality food and beverage services to guests. It manages restaurants, bars, banquets, and room service, ensuring a seamless dining experience.

Food Production Department:

The food production department is responsible for preparing and presenting meals in the hotel's kitchen. This includes cooking, menu planning, and ensuring food quality and hygiene standards are met.

Functional Departments:

Functional departments are specialized divisions within the hotel that handle specific administrative and managerial tasks. These departments support the smooth functioning of operational departments and contribute to the overall success of the establishment.

Human Resource and Personnel Department:

This department manages staff recruitment, training, payroll, and employee relations to ensure a motivated and skilled workforce.

Sales and Marketing Department:

Responsible for promoting the hotel, attracting customers, and increasing revenue through advertising, branding, and strategic sales efforts.

Accounts Department:

Manages financial transactions, budgeting, billing, and financial reporting to maintain the hotel's financial health.

Engineering Department:

Ensures the maintenance and smooth functioning of the hotel's infrastructure, including electrical, mechanical, and plumbing systems.

Purchase and Store Department:

Handles procurement and inventory management of essential supplies such as food, cleaning materials, and hotel equipment.

Security Department:

Responsible for ensuring the safety and security of guests, staff, and hotel property by implementing security measures and monitoring activities.

This well-structured departmental framework ensures that all hotel operations run efficiently, contributing to an outstanding guest experience and long-term success in the hospitality industry.

2. First day of training- Housekeeping

2.1 Introduction

Housekeeping refers to the management and maintenance of cleanliness, organization, and orderliness in a space, typically a home, hotel, office, or other establishment. It can include tasks such as cleaning, dusting, vacuuming, laundry, and general upkeep.

In a business or hospitality context, housekeeping also involves ensuring hygiene, safety, and comfort for guests or employees. Additionally, in IT and data management, housekeeping refers to the routine maintenance of systems, files, or databases to ensure efficiency and organization.

2.2 Bed making procedure

In housekeeping term, it refers to the preparation of beds that come under the room cleaning and maintaining task. The bed making process starts immediately after the guest departure or sometimes vacant room to be an ongoing process. After the good night sleep, the bed should be made in the way that could be hygienic, comfortable and safe to the next day sleep or to the new arrived guests. There are the following important points to be considered while making the bed:

- Remove soiled sheets and pillowcases, and shake out individually to ensure that no guest valuables are trapped within the folds.
- Check the mattress protector and change if soiled or has unpleasant smell.
- Open out and place the first sheet evenly and tuck it securely towards the head, foot and sides of the bed.
- Open out second fresh sheet (the first night spread) with the hem facing up. Spread the sheet and distribute it evenly. However, there should be no fall towards the head.
- Open out and place the blanket on top of the second fresh sheet about 8 inches away from the mattress towards the head.
- Place the third sheet (Le. an upper last sheet) right over the blanket.
- Hold all the layers of the fall and tuck it uniformly on both the sides and foot.
- This step is necessary if 3 sheets are used. (Only 4/5 star hotels use 3 sheets to make the bed) Smaller hotels use only two sheets to make the bed.)
- Ensure that the blanket and sheets are tucked-in neatly along the side of the bed with the comers mitered.
- Put the pillows in the fresh pillowslips and arrange it properly.
- Place the bedspread/bedcover ensuring it is right side up and falling evenly all-round the bed.
- Place the bed runner at the foot side of bed if required.

2.3 Towel Art

Towel art, also known as towel folding or towel origami, is a creative practice used in hotels to enhance guest experiences. Housekeeping staff fold towels into decorative shapes such as animals, flowers, or abstract designs, adding a touch of elegance and personalization to a guest's room.

Purpose of Towel Art:

- Enhances Guest Experience – A beautifully folded towel creates a welcoming and luxurious atmosphere.
- Adds a Personal Touch – Unique towel designs make guests feel special and valued.
- Showcases Creativity and Skill – It reflects the hotel's attention to detail and housekeeping expertise.
- Encourages Social Media Sharing – Guests often take pictures and share them online, promoting the hotel.
- Surprises and Delights Guests – Unexpected towel art can make a stay more memorable.

Common Towel Art Designs:

Animals – Swans, elephants, rabbits, dogs, and turtles.

Flowers – Roses, lotus, and simple floral patterns.

Objects – Hearts, fans, and human figures.

Festive Designs – Christmas trees, bunnies for Easter, or hearts for Valentine's Day.



Fig: Lotus Towel Art

Steps to Create Towel Art:

1. Choose a Fresh, Clean Towel – Use soft, high-quality towels for better results.
2. Fold and Roll strategically – Different techniques are used to create shapes.
3. Secure with Pins or Rubber Bands – This helps maintain the design.
4. Add Decorations – Small props like flowers, ribbons, or googly eyes can enhance the design.

5. Place Thoughtfully – Position the towel art on the bed, bathroom counter, or seating area for maximum impact.

Towel art is a simple yet effective way for hotels to impress guests and create a more enjoyable stay. It requires skill and creativity but leaves a lasting impression, making the hotel experience more delightful and unique.

2.4 Cleaning and Equipment

- **Cleaning**

Cleaning is the process of removing dirt, dust, stains, and unwanted substances from surfaces to maintain hygiene and organization. It plays a crucial role in creating a healthy environment by reducing the spread of germs, allergens, and bacteria. Regular cleaning keeps spaces looking fresh, extends the life of materials, and improves overall well-being. Different methods, such as sweeping, mopping, dusting, and disinfecting, are used depending on the area and type of dirt. Whether in homes, offices, or hotels, proper cleaning ensures comfort, safety, and a pleasant atmosphere for everyone. The methods of cleaning are:

- 1. Brooming/Sweeping:** Used for smooth and hard surfaces to remove surface dirt and debris with soft brooms or sweeping mops.
- 2. Dry Dusting:** Removes dust from dry surfaces using small, soft dusters as an initial cleaning step.
- 3. Damp Dusting:** Cleans non-porous furniture, fittings, and shelves using a sanitizing solution and a soft cotton cloth.
- 4. Mopping:** Uses damp or wet mops for cleaning floors, with a twin-bucket system for rinsing.

➤ Weekly or Periodic Cleaning Methods:

Scrubbing/Polishing/Buffing: Removes scuff marks and restores shine using a scrubbing machine or soft cloth with polish.

Vacuum Cleaning/Hovering: Cleans carpets and upholstery using different types of vacuums, ensuring thorough suction.

Shampooing: A deep cleaning method for carpets using shampooing solutions and machines to maintain their natural shine.

These methods help maintain cleanliness, hygiene, and the overall appearance of hotel spaces.

Second day of training- Front Office

2.5Introduction

The Front Office is the face of a hotel, serving as the main point of contact for guests from arrival to departure. It includes key functions such as reservations, check-in and check-out, guest services, and handling inquiries or complaints. As the first and last impression of the hotel, the Front Office plays a vital role in ensuring guest satisfaction and smooth operations. It also coordinates with other departments like housekeeping and concierge to provide seamless service. With professionalism and hospitality, the Front Office enhances the guest experience and contributes to the hotel's reputation.

3.2 Check-In and Check-Out Procedure

• Check-In- Procedure

This is a process of guest registration at the front office reception counter which mostly occurs from afternoon till late evening. This begins when the front office personnel extend a sincere welcome to the guest. There must be a room ready, and needs various necessary formalities to be done when the guest arrives. When there is a new arrival of the guest at the hotel, the front desk receptionist, bell boy and doorman must follow this procedure. The procedure of guest check-in is described in the following steps:

Step 1: Receiving and Registration The doorman welcomes the guest and informs the bell desk to collect luggage. The bellboy escorts the guest to the reception desk for registration. The receptionist greets the guest, verifies reservation details, and discusses room preferences.

Step 2: Secure Advance Payment The guest provides a cash deposit, cheque, or credit card for security. A receipt is issued, and the payment is recorded in the guest ledger. Credit card details are verified, and the guest's signature is obtained.

Step 3: Allocation of the Room A vacant and ready room is assigned using the room status board. The room key is prepared with arrival and departure details. The room key and errand card are handed to the guest or bellboy.

Step 4: Information Service The receptionist informs the guest about hotel facilities, services, and timings. Wake-up call requests are noted if required.

Step 5: Complete Check-in Formalities The bellboy escorts the guest to the allocated room with luggage. The bellboy explains room features like heating, lighting, and amenities. Arrival notification is sent to relevant departments.

Step 6: Open the Guest Folio The guest bill (folio) is created, recording room rate, nights, and payment mode. The folio is filed with the completed registration card. This structured check-in process ensures a smooth and professional guest experience.

- **Check-Out-Procedure**

Guest check-out is the process of a guest leaving the hotel, usually occurring between early morning and mid-afternoon. The front office cashier handles the check-out, ensuring all dues are settled. The bell desk staff assists in bringing down luggage.

Step 1: Greet the Guest with a Smile Welcome the guest warmly and confirm their intention to check out. Verify details like name, room number, and check-out time. Check the departure date and inform other departments if the guest is leaving early.

Step 2: Establish Guest Room Number Confirm the correct room number, number of guests (pax), and check-out details. Notify departments if the guest is checking out earlier than expected.

Step 3: Check for Late Check-Out Verify if the guest is staying beyond the standard check-out time. Apply any late check-out charges if applicable. Review additional charges like minibar, laundry, room service, or phone usage.

Step 4: Prepare Guest Folio/Master Bill Generate the final bill and present it to the guest for verification. Ensure all charges are correctly listed.

Step 5: Settle the Guest Account Process the payment based on the guest's chosen method. Provide a copy of the paid bill and obtain the guest's signature for records.

Step 6: Update Front Desk Records Update room status and file a copy of the bill for future reference.

Notify all relevant departments about the guest's departure.

This systematic check-out process ensures a smooth departure experience for guests and efficient record-keeping for the hotel.

3.3 Telephone Operator

A telephone operator in a hotel is responsible for managing all incoming and outgoing calls, ensuring smooth communication between guests and hotel departments. They play a crucial role in providing excellent customer service by handling guest inquiries, directing calls, taking messages, and assisting with wake-up calls or emergency situations.

Key Responsibilities:

- Answering Calls Professionally – Greeting callers politely and assisting with their requests.
- Directing Calls – Connecting guests to the right department or room.
- Handling Guest Requests – Providing information about hotel services, taking room service orders, or arranging special requests.
- Wake-Up Calls – Ensuring guests receive timely wake-up calls upon request.
- Emergency Handling – Communicating important information during emergencies and following hotel protocols.
- Maintaining Records – Keeping logs of important messages, complaints, and service requests.
- Coordinating with Staff – Relaying information between guests and departments like housekeeping or maintenance.

Qualities of a Good Telephone Operator:

- Clear and polite communication skills.
- Good listening and problem-solving abilities.
- Knowledge of hotel services and policies.
- Ability to handle multiple calls efficiently.
- Patience and professionalism in handling guest concerns.

A well-trained telephone operator ensures smooth communication, enhances guest satisfaction, and contributes to the hotel's reputation for excellent service.

3.3 Information Desk

The Information Desk in a hotel serves as a central hub for guest inquiries, providing essential information about the hotel's services, facilities, and local attractions. Positioned in a prominent area, it acts as the first point of contact for guests seeking assistance, offering a wide range of services to enhance their stay.

Key Responsibilities:

- Guest Inquiries – Answering questions about hotel amenities, services, policies, and room details.
- Local Information – Providing guests with details about nearby attractions, transportation options, restaurants, and events.
- Tour and Travel Assistance – Helping guests arrange tours, transportation, and activities outside the hotel.
- Handling Requests – Assisting with special requests such as booking reservations, providing maps, or arranging transportation.
- Concierge Services – Offering personalized recommendations and services to enhance the guest experience.
- Lost and Found – Managing lost property and ensuring it is returned to the rightful owner.

Importance of the Information Desk:

The Information Desk is crucial in creating a welcoming and informative environment. It ensures that guests have access to all the resources they need for a

comfortable and enjoyable stay. Whether guests are looking for recommendations or require assistance with hotel services, the information desk plays an essential role in ensuring a smooth and pleasant experience.

3. Third day of training- Food production

3.1 Introduction

Food production in the hotel industry refers to the process of preparing, cooking, and presenting food for guests in various dining facilities such as restaurants, room service, and banquets. It involves several steps, from sourcing raw ingredients to delivering high-quality meals that meet guest expectations and hygiene standards. The methods used in the kitchen for cooking can be categorized into moist heat and dry heat techniques.

Methods of Cooking by Moist Heat Medium:

- i. Boiling
- ii. Steaming
- iii. Stewing
- iv. Braising
- v. Poaching

Methods of Cooking by Dry Heat Medium:

- i. Roasting
- ii. Frying
- iii. Grilling
- iv. Baking

3.2 Course of meal

A four-course meal consists of soup, appetizer, main course, and dessert, served one after the other.

➤ **Soup**

Soup is the first course of a meal, typically served hot. It is made by cooking ingredients like vegetables, meat, seafood, and seasonings in water or broth.

Ingredients:

- 2 tbsp oil
- 1 onion (finely chopped)
- 1 carrot (finely chopped)
- 1 celery stick (finely chopped)
- 2 tbsp tomato puree
- 1/4 cup cream
- 1/2 cup pasta
- 1/4 cup cheese (grated)
- 1 tsp sugar

Cooking Time: 20-25 minutes

Method:

1. Heat oil in a pot and sauté onions for 2-3 minutes.
2. Add carrots, celery, and cook for another 5 minutes.
3. Add tomato puree and stir well.
4. Pour in broth or water and bring to a simmer.
5. Add pasta and cook until tender.
6. Stir in cream, cheese, and sugar.
7. Garnish and serve hot with bread or crackers.

➤ **Appetizer: Grilled Chicken Salad**

An appetizer is a small dish served before the main course to stimulate the appetite.

Ingredients:

- 1 chicken breast (boneless)
- 1 carrot (julienned)
- 1 tomato (sliced)
- 1 capsicum (sliced)
- 1 cucumber (sliced)
- 2 leaves lettuce

- 1 tbsp olive oil
- 1 tbsp lemon juice
- Salt and pepper (to taste)

Cooking Time: 15 minutes

Method:

1. Grill the chicken breast for 5-7 minutes on each side until fully cooked.
2. Slice the chicken into strips.
3. Toss all vegetables (carrot, tomato, capsicum, cucumber, lettuce) in a large bowl.
4. Drizzle with olive oil, lemon juice, and season with salt and pepper.
5. Arrange the salad on a plate, add the grilled chicken, garnish, and serve fresh.

Main Course:

The main course is the central and most substantial dish of the meal.

It usually includes protein, like meat, fish, or plant-based alternatives, and sides such as vegetables, grains, or pasta.

➤ **Chicken Sandwich with Fries**

Ingredients:

- 1 cucumber (sliced)
- 1 chicken breast (boneless)
- 2 leaves lettuce
- 1 tomato (sliced)
- 1 carrot (grated)
- 1 onion (sliced)
- 2 slices sliced cheese
- 2 tbsp mayonnaise
- 1 tbsp butter
- 2 slices bread

- 1 cup cabbage (shredded)
- Salt and pepper (to taste)
- 1 serving of fries

Cooking Time: 15-20 minutes

Method:

1. Season the chicken with salt, pepper, garlic powder, and paprika.
2. Cook the chicken in butter over medium heat for 5-6 minutes on each side until golden brown, then slice.
3. Toast the bread lightly for crunch.
4. Spread mayonnaise on the bread.
5. Layer lettuce, tomato, cucumber, and the cooked chicken on one slice of bread.
6. Add a slice of cheese, and top with cabbage.
7. Cover with the second slice of bread and serve with fries.

➤ **Chicken A'la King**

Ingredients:

- 1 chicken breast (cubed)
- 1 onion (sliced)
- 1 capsicum (sliced)
- 1 carrot (sliced)
- 1/2 cup cauliflower (chopped)
- 2 tbsp butter
- 1/4 cup heavy cream
- 1/2 cup mushrooms (sliced)
- 1 tbsp flour
- 1 cup chicken broth
- Salt and pepper (to taste)
- 1/2 tsp paprika

Cooking Time: 25 minutes

Method:

1. Cook chicken in butter over medium heat until done, about 6-8 minutes, then set aside.
2. In the same pan, sauté onions, bell peppers, and mushrooms for 4-5 minutes.
3. Stir in flour to make a roux, then gradually add chicken broth and heavy cream, stirring until smooth.
4. Season with salt, pepper, and paprika.
5. Return the chicken to the pan and simmer for 3-5 minutes. Serve over bread, rice, pasta, or puff pastry.

5.Fourth day of training- Food Production

5.1Baking

Baking is a cooking method that uses dry heat, typically in an oven, to cook food like bread, cakes, cookies, and pies. It involves precise measurements of ingredients such as flour, sugar, yeast, and butter, which are mixed and sometimes kneaded to form dough or batter. Leavening agents like yeast or baking powder help the food rise, giving it texture and volume. The baking process requires careful control of temperature and time to ensure the food cooks evenly and achieves the desired texture, whether it's soft and fluffy or crisp and golden. Successful baking requires attention to detail, including proper ingredient handling and following recipes closely.

5.2 Different baked item

➤ Bread Sticks

Ingredients:

- 200g flour, 18g yeast, 4g salt, 30g sugar, 20g butter

Cooking Time: 12-15 minutes**Method:**

1. Mix warm water, sugar, and yeast in a bowl. Let sit for 5-10 minutes until foamy.

2. In another bowl, combine flour, salt, and olive oil. Gradually add the yeast mixture while kneading until a smooth dough forms.
3. Cover the dough and let it rise for about 1 hour until it doubles in size. Once risen, roll the dough into thin strips and place them on a baking sheet.
4. Brush with melted butter or olive oil and sprinkle with salt, garlic powder, or herbs for extra flavor.
5. Bake in a preheated oven at 375°F (190°C) for 12-15 minutes or until golden brown.

➤ Muffins

Ingredients: 300g butter, 275g icing sugar, 280g flour, 8g baking powder, 6 eggs, A few drops of vanilla essence

Cooking Time: 18-20 minutes

Method:

1. Preheat the oven to 375°F (190°C) and line a muffin tray with paper liners.
2. In a bowl, mix dry ingredients like flour, sugar, baking powder, and salt.
3. In another bowl, whisk together wet ingredients: eggs, milk, melted butter, and vanilla essence.
4. Gradually add the wet mixture to the dry ingredients and stir gently until just combined (do not overmix).
5. Optionally, fold in chocolate chips or berries.
6. Pour the batter into muffin cups, filling them about 2/3 full. Bake for 18-20 minutes or until a toothpick inserted comes out clean.
7. Let the muffins cool before serving.

➤ Black Forest Cake

Ingredients for Black Sponge: 8 eggs, 350g sugar, 350g flour, 30g cocoa powder, A few drops of vanilla essence, 100g dark chocolate, 200 ml whipping cream

Cooking Time: 30-35 minutes

Method:

1. Preheat the oven to 350°F (175°C) and grease two 8-inch cake pans.

2. In a bowl, whisk together flour, cocoa powder, sugar, baking powder, baking soda, and salt.
3. Add eggs, milk, oil, and vanilla extract, then mix until smooth.
4. Gradually stir in hot water or coffee to create a thin batter.
5. Pour the batter evenly into the prepared pans and bake for 30-35 minutes, or until a toothpick inserted in the center comes out clean.
6. Let the cakes cool completely.
7. For the cherry filling, simmer cherries, cherry juice, and sugar in a saucepan. Add a cornstarch slurry to thicken, then let it cool.
8. For the frosting, whip the heavy cream, powdered sugar, and vanilla extract until stiff peaks form.
9. To assemble, place one cake layer on a serving plate, spread whipped cream, and add cherry filling.
10. Place the second cake layer on top, cover with more whipped cream, and garnish with chocolate shavings and whole cherries.
11. Chill before serving for the best flavor.

6. Fifth day of training- Food and Beverage Service

6.1 Introduction

Food and Beverage (F&B) service refers to the process of preparing, presenting, and serving food and drinks to customers in hotels, restaurants, cafes, and other hospitality establishments. It includes various service styles such as table service, buffet, self-service, and banquet service, each designed to enhance the dining experience. The F&B service industry focuses on customer satisfaction through efficient service, high-quality food, and a welcoming atmosphere. Staff members, including waiters, bartenders, and chefs, play a crucial role in ensuring smooth operations. Proper hygiene, professionalism, and attention to detail are essential in delivering excellent F&B service, making it a key part of the hospitality sector.

6.2 Napkin Folding

Napkin folding is an essential part of table setting in restaurants, hotels, and formal dining events. It enhances the presentation and adds elegance to the dining experience. Napkins can be folded in various styles, from simple to intricate designs, depending on the occasion. Properly folded napkins not only improve aesthetics but also serve practical purposes, such as holding cutlery or covering laps. Below are three common napkin folding techniques with step-by-step instructions.

1. The Pyramid Fold

This is a classic and simple fold that adds a touch of sophistication to any table setting.

Steps:

Lay the napkin flat on a table in a square shape.

Fold it diagonally to form a triangle.

Take the left and right corners of the triangle and fold them upwards to meet the top point.

Turn the napkin over carefully and fold it in half from left to right.

Stand the napkin upright to create a pyramid shape.

2. The Fan Fold

This decorative fold is commonly used for banquets and formal events.

Steps:

Lay the napkin flat on the table.

Start making small accordion-style pleats from one end to the other.

Once fully pleated, fold the napkin in half lengthwise.

Tuck one end inside a napkin ring or press the bottom slightly to help it stand.

Fan out the top part for an elegant display.

3. The Bishop's Hat Fold

This fold resembles a bishop's hat and is often used in fine dining.

Steps:

Place the napkin flat in a square shape.

Fold it diagonally to form a triangle.

Take the left and right corners of the triangle and fold them upwards to meet the top point.

Fold the two outer edges backward to create a hat-like shape.

Adjust the base so it stands upright.

Napkin folding not only enhances the table's appearance but also reflects attention to detail in hospitality service. Choosing the right fold can elevate the dining experience and impress guests.

6.3 Table Setting

A la carte setting

In a' la carte menu, each items is priced separately and there is generally a wider selection of dishes in each course of meal. The guest has the flexibility of ordering one or two courses or an entire meal. The lay-up for an a' la carte cover is for the first course only. It is because one will not know what meals the guest is going to order. As per the order of the guess other required cutleries will be supplemented.

Table setting

- Ensure that table is clean and laid up properly.
- Place central table appointments of the table as table d' hôte cover.
- Place fish knife and fork or A.P. knife and fork (knife-RHS and Fork-LHS).
- Place side plates and butter knives on the left hand side.
- Place water glasses at the tip of the large knife.
- Place serviettes between fish knife and fork.

- Add extra cutlery course by course as per the order.

- **Name of tableware for a' la carte setting**

1. Bread & Butter/side plate
2. Butter knife/spreader
3. Fish fork/AP fork
4. Full plate/joint plate
5. Fish knife/AP knife
6. Water goblet
7. Ashtray
8. Flower vase/bud flower
9. Butter dish/pat
10. Cruet set
11. Sugar pot
12. Guest cloth napkin

Table d'hôte setting

A table d' hôte menu offers the entire meal at a fixed price, and there is a very limited selection of choices in each course.

Table setting

- Ensure that the tablecloth is clean and laid up properly.
- Place servers, sugar pot, flower vase, ashtray and butter dish in the middle of the table.
- Place side plates and butter knife on the left side, glasses on the right side and serviettes between the knives and forks for each cover.
- Place AP or fish knife and joint knife on the right side and AP or fish forks and joint fork on left side of each cover. Place butter knives on side plates on

the left side of the cover. The space between inner knife and fork should be 12 inches. All items should be placed one or half inch inside from the edge of the table.

- The glass should be placed at the tip of the large knife in tight side.
- Check placement of chairs. They should be lined up evenly with each other.
- Check uniformity of covers. Spacing of all items should be the same.

Name of tableware for table d'hôte cover

1. Bread & Butter/Side plate
2. Butter knife/Spreader
3. Fish fork/AP fork
4. Joint fork/large fork
5. Full plate/Joint plate
6. Joint knife/Large knife
7. Fish knife/AP knife
8. Soup spoon
9. Dessert fork
10. Dessert spoon
11. Wine goblet
12. Water goblet
13. Ashtray
14. Flower vase/Bud flower
15. Cruet set
16. Butter dish/Pat
17. Sugar pot
18. Serviette/Guest cloth napkin

7. Sixth day of training- Food and Beverage Service

7.1 Cocktail

A cocktail is a mixed drink made by combining alcoholic beverages with fruit juices, syrups, bitters, or other flavorings. It is often garnished with fruits, herbs, or spices to enhance taste and presentation. Cocktails can be served in various ways, depending on the ingredients and preparation techniques.

Methods of Making Cocktails:

Stirred Cocktail – Ingredients are mixed with ice in a glass or shaker and stirred gently to blend flavors.

Shaken Cocktail – Ingredients are combined in a cocktail shaker with ice and shaken vigorously for a well-mixed drink.

Built Cocktail – Ingredients are poured directly into the serving glass without shaking or stirring.

Blended Cocktail – Ingredients are blended with ice to create a smooth, frozen texture.

Cocktail Recipes:

1. Hot Rum Punch

A warm, spiced cocktail perfect for cold weather and festive occasions.

Ingredients:

- 2 cups dark rum
- cups hot water or black tea
- ½ cup fresh lemon juice
- ½ cup honey or brown sugar
- 1 cinnamon stick
- 3-4 whole cloves
- 1 star anise (optional)
- ½ teaspoon grated nutmeg
- Lemon slices and cinnamon sticks for garnish

2. Classic Martini

A strong, crisp, and elegant cocktail served in a chilled martini glass.

Ingredients:

- 2½ oz (75 ml) gin
- ½ oz (15 ml) dry vermouth
- Ice cubes
- Lemon twist or green olive for garnish

3. Ocean Virgin Mojito (Non-Alcoholic)

A refreshing mojito with a cool blue color, mimicking the ocean.

Ingredients:

- 10 fresh mint leaves
- ½ lime, cut into wedges
- 1 tbsp sugar or simple syrup
- ½ cup club soda or sparkling water
- ½ cup Sprite or lemonade (for extra sweetness)
- ½ tsp blue curaçao syrup (non-alcoholic)
- Crushed ice
- Lime slices and mint sprig for garnish

4. Cosmopolitan (Cosmo)

A stylish, tangy cocktail with a signature pink hue.

Ingredients:

- 1½ oz vodka (preferably citrus vodka)
- 1 oz cranberry juice (unsweetened for a tart flavor)
- ½ oz Cointreau (or triple sec)
- ½ oz fresh lime juice
- Ice
- Lime wheel or orange twist for garnish

5. Crantini (Cranberry Martini)

A fruity, elegant vodka-based cocktail similar to a Cosmopolitan.

Ingredients:

- 2 oz vodka (chilled)
- 1 oz cranberry juice (unsweetened for tartness, sweetened for a milder taste)
- ½ oz triple sec or Cointreau (optional for extra citrus flavor)
- Ice
- Lemon twist or fresh cranberries for garnish

6. Tequila Sunrise

A vibrant cocktail with a beautiful gradient resembling a sunrise.

Ingredients:

- 2 oz tequila
- oz orange juice (freshly squeezed is best)
- 1½ oz grenadine
- Ice
- Orange slice and cherry for garnish

Cocktails are a creative and enjoyable way to mix flavors, whether alcoholic or non-alcoholic. They add excitement to social gatherings, with each recipe offering a unique taste and presentation.

7.2 Mocktail

A mocktail is a non-alcoholic beverage that mimics the flavors and presentation of a cocktail. The word "mocktail" is derived from "mock" (meaning imitation) and "cocktail." These drinks are made using fruit juices, soda, syrups, herbs, and other ingredients to create a flavorful and visually appealing alternative to alcoholic cocktails. Mocktails are popular at parties, restaurants, and special events as

refreshing and stylish drinks. Below are some mocktails we prepared during training, along with their recipes.

1. Cinderella

A tropical, citrusy mocktail with a sweet and tangy taste, perfect for parties and special occasions.

Ingredients:

- 1 oz Orange Juice
- 1 oz Pineapple Juice
- 1 oz Lemon Juice
- 1 tsp Grenadine Splash of Club Soda or Ginger Ale Ice Cubes

Method:

Fill a glass with ice cubes.

Pour orange juice, pineapple juice, and lemon juice into the glass.

Add grenadine and stir well.

Top with club soda or ginger ale.

Garnish with a slice of orange or cherry and serve chilled.

2. Oreo Shake

A creamy and chocolatey milkshake made with Oreo cookies, perfect for dessert lovers.

Ingredients:

- 4-5 Oreo Cookies
- 2 cups Vanilla Ice Cream
- 1 cup Cold Milk
- 1 tbsp Chocolate Syrup (optional)
- Whipped Cream (for topping) Crushed Oreo or Chocolate Shavings (for garnish)

Method:

In a blender, combine Oreo cookies, vanilla ice cream, and cold milk.

Blend until smooth and creamy.

Drizzle chocolate syrup inside a serving glass (optional).

Pour the shake into the glass and top with whipped cream.

Sprinkle crushed Oreos or chocolate shavings on top.

Serve immediately with a straw.

Mocktails offer a refreshing and creative way to enjoy flavorful drinks without alcohol. They are perfect for any occasion and can be customized with different ingredients to suit personal tastes.

➤ Coffee

Coffee is a popular beverage made from roasted coffee beans, which are the seeds of the Coffee plant. It is known for its rich aroma, bold flavor, and stimulating effect due to caffeine. Coffee can be brewed in various ways, such as espresso, drip, or French press, and is often enjoyed black or with milk, sugar, or flavorings. It is one of the most widely consumed drinks worldwide, valued for its energizing properties and social significance.

Types of coffee are as follows:

Espresso: Espresso is a concentrated coffee beverage brewed by forcing hot water through finely-ground coffee beans under high pressure. It has a bold flavor, rich aroma, and a thick, creamy layer of foam on top called crema. Espresso serves as the base for many popular coffee drinks like cappuccinos, lattes, and Americanos.



Method:

- a. Grind the Coffee Beans: Use a burr grinder to grind coffee to a fine, sand-like consistency.
- b. Preheat the Espresso Machine Run a shot of hot water through the machine to warm it up.
- c. Fill the Portafilte: Add 18-20g of ground coffee into the portafilter for a double shot.

- d. Tamp the Coffee: Use a tamper to press the grounds firmly and evenly.
- e. Brew the Espresso: Brew for about 25-30 seconds to extract 1-2 oz (30-60 ml) of espresso.
- f. Check the Crema: A good espresso should have a rich golden-brown crema on top.
- g. Serve & Enjoy: Drink as is or use as a base for lattes, cappuccinos, or Americanos.

Lattee: A latte (short for caffè latte) is a coffee drink made with one shot of espresso and steamed milk, topped with a small amount of milk foam. It has a smooth, creamy texture and a mild coffee flavor, making it a popular choice for those who enjoy a balanced taste.

Method:

- a. Brew the Espresso Use an espresso machine to pull a single or double shot of espresso into a cup.
- b. Steam the Milk: Use a steam wand to heat and froth the milk until it reaches about 150°F (65°C). The milk should have a velvety, smooth texture with a small layer of foam on top.
- c. Pour the Milk: Slowly pour the steamed milk over the espresso, holding back the foam with a spoon. Finish by adding a thin layer of milk foam on top.
- d. Serve & Enjoy: Optionally, add a sprinkle of cocoa or cinnamon for extra flavor.

Affogato : An affogato is a simple yet delicious Italian dessert that combines hot espresso with cold vanilla ice cream or gelato. The contrast between the hot coffee and cold ice cream creates a rich, creamy, and slightly bitter-sweet treat.

Method:

- a. Place a scoop of vanilla ice cream in a small serving cup or glass.
- b. Brew a fresh, hot shot of espresso.
- c. Pour the espresso over the ice cream.
- d. Serve immediately and enjoy the creamy, coffee-infused goodness.

Americano: Americano (Caffe Americano) is a coffee drink made by diluting espresso with hot water. This results in a smooth, slightly milder coffee flavor, similar in strength to regular brewed coffee but with the rich taste of espresso.

Method:

- a. Brew the Espresso: Use an espresso machine to pull a single or double shot of espresso.
- b. Add Hot Water: Pour hot water (about 70-80°C) into the espresso to dilute it. The ratio is usually 1:2 or 1:3 (espresso to water), depending on how strong you like it.
- c. Serve & Enjoy: Drink black or add milk and sugar to taste.

Flower Arrangement: Key Points

1. **Definition** – The art of arranging flowers, foliage, and decorative elements in a visually pleasing way.
2. **Types:**
 - **Line Arrangement** – Minimal, elegant lines.
 - **Mass Arrangement** – Full, dense flower grouping.
 - **Ikebana** – Japanese minimalist style.
 - **Cascade** – Flowing, waterfall-like shape.
 - **Triangular** – Formal, triangle-shaped design.
 - **Circular** – Round, symmetrical arrangements.
 - **Horizontal** – Long, low for table decor.
 - **Vertical** – Tall, grand displays.
3. **Principles** – Balance, proportion, rhythm, contrast, and emphasis.
4. **Uses** – Home decor, events, corporate spaces, and religious ceremonies

8. Conclusion

Our 6-day hotel training was an enriching and hands-on experience that provided us with valuable insights into the hospitality industry. Throughout the training, we gained practical knowledge in various aspects of hotel operations, including food and beverage service, housekeeping, front office management, and culinary skills.

We learned essential techniques such as napkin folding, bed-making, turn-down service, and the preparation of different dishes, cocktails, and mocktails.

This training not only enhanced our technical skills but also improved our teamwork, communication, and customer service abilities. Each day presented new challenges and learning opportunities, allowing us to develop professionalism and efficiency in a real-world hotel environment. The experience has given us a deeper appreciation of the effort and precision required in the hospitality industry.

Overall, the training was a valuable stepping stone in our journey toward a successful career in hospitality. The skills and knowledge we acquired will undoubtedly help us in future endeavors, whether in hotel management, culinary arts, or customer service. We leave this training with greater confidence, practical experience, and a passion for delivering excellent hospitality.

9. Gallery

