

DACUM Panel

1. Mr. Naresh Adhikari, Manager
Green Garden Restaurant, Ratopul, Ktm.
2. Mr. Pasang Lama, DCDP
Hotel Yak & Yeti, Durbarbarga
3. Mr. Bishnu Prasad Upreti, Resort
Manager, TGDB, Nagarkot
4. Mr. Dal Bahadur Shrees, Manager
Hotel Leader Palace, Thamel, Ktm.
5. Mr. Ram Prasad Maharjan, Resort
Manager, TGDB, Nagarkot
6. Mr. Santosh Kandel, Instructor
Gate Way College of Hospitality
Management, Samakhushi, Kathmandu
8. Mr. Chudamani Khanal, Hotel Operator
Naya Nepal Hotel, Buspark, Kathmandu
9. Mr. Shankar Bhandari, Hotel Operator
Hotel President, Sundhara Kathmandu
10. Mr. Bhim Thapa, DCDP
Hotel Yak & Yeti, Durbarbarga
11. Mr. Bikash Bidari, Gokarna Resort
Gokarna, Kathmandu
12. Mr. Dhruva Pd. Acharya, CDP
Hyatt Regency, Kathmandu

DACUM Facilitator/Co- Facilitator

Mr. Ram Hari Devkota

Mr. Ishwar Chandra Ghimire

Verification Panel

1. Mr. Shreedhar Khanal, Senior
Supervisor Front Office, Hotel Royal
Singhi, Dharbarbarga, Kathmandu
2. Mr. Manoj Khadka, Assistant Housekeeper
Hotel Yak & Yeti, Dharbarbarga, Ktm.
3. Mr. Uddhav Dhakal, Manager, Royal
Saino Restaurant & Bar, Durbarbarga,
Kathmandu
4. Mr. Mohan Khadka, Asst. Manager
Peaceful Cottage, Nagarkot
5. Mr. Santosh Kandel, Instructor
Gate Way College of Hospitality Management,
Samakhushi, Kathmandu
6. Mr. Ramesh Gurung, Manager
Moods Studio Lounge, Thapathali, Ktm.
7. Mr. Mahesh Kharel, CDP
Hotel Yak & Yeti, Dharbarbarga, Ktm.
8. Mr. Bikash Bidari, CDP, Gokarna Resort
Gokarna, Kathmandu
9. Mr. Gynendra Poudel, CDP
Hyatt Regency, Kathmandu
10. Mr. Ramesh Pokhrel, Resort
Manager, Eco Home, Nagarkot
11. Mr. Naresh Adhikari, Manager
Green Garden Restaurant, Ratopul,
Kathmandu
12. Mr. Manumohan Raut, Program Coordinator,
HMSCG International, Kathmandu

DACUM Facilitator/Co- Facilitator

Mr. Ram Hari Devkota

Mr. Ishwar Chandra Ghimire

Technical Sub-Committee

- Mr. Narendra Bajracharya -Coordinator
Hospitality Industry Tech. Sub Committee
Mr. Chandra Bhakta Nakarmi -Member
Director, NSTB, Bhaktapur
Mr. Janak Raj Bharati, - Member
Chairperson, Nepal Chef Association &
Executive Chef, Hotel Royal Singi, Ktm.
Mrs. Samjhana Basnyat - Member
Program Coordinator, ISTHM, Ktm.
Mr. Anup Maharjan - Member
Front Office Training Officer, ISTHM, Ktm.
Ms. Sharmilee Shakya - Member
House Keeping Expert, Hotel Lion, Ktm.
Mr. Deepak Prasad Poudel - Member
Deputy Director, NSTB
Mr. Ishwar Chandra Ghimire- Mem.
Secretary, Skill Testing Officer, NSTB

Occupational Profile



Small Hotel & Lodge Assistant, L-1

(DACUM Workshop on 12&13 June 2010)

(Customized DACUM Workshop on 16 June 2010)

(Technical Sub Committee Meeting on 05 Jan 2011)



Council For Technical Education and Vocational Training

NATIONAL SKILL TESTING BOARD

Madyapur Thimi 17, Sanothimi, Bhaktapur

Nepal

(NSTB approval date

DUTIES and TASKS

A. Maintain Hygiene

A1. Maintain personal hygiene			A2. Maintain kitchen hygiene			A3. Maintain food hygiene			A4. Maintain cleanliness of linen		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	1	3	3	1	3	3	2	3	3	2	3
A5. Maintain hygienic bathroom/rest room			A6. Maintain restaurant hygiene								
Task rating			Task rating								
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency						
3	1	3	3	1	3						

B. Maintain Hotel Environment

B1. Assist to manage pleasant environment			B2. Arrange lobby area			B3. Maintain simple garden			B4. Assist to manage garbage/waste		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	1	3	3	1	2	3	2	3	3	1	2
B5. Handle guest complaints											
Task rating											
Importance	Difficulty	Frequency									
3	3	3									

C. Provide Front Desk Services

C1. Welcome the guest			C2. Provide information			C3. Handle telephone			C4. Provide reservation service		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	1	3	3	3	3	3	2	3	3	2	3
C5. Perform check in/check out			C6. Provide luggage assistance			C7. Control key			C8. Handle cash/valuable goods		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	3	3	3	1	3	3	3	3	3	3	3
C9. Arrange transportation			C10. Settle bills								
Task rating			Task rating								
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency						
3	2	3	3	3	3						

D. Provide House Keeping Service

D1. Provide room/bathroom supplies			D2. Clean guest rooms			D3. Clean bathrooms			D4. Prepare beds		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	1	3	3	2	3	3	2	3	3	1	3
D5. Report room status to front desk			D6. Manage laundry service			D7. Report out of order to maintenance			D8. Provide first aid service		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	2	3	3	2	2	3	2	2	3	2	2
D9. Manage housekeeping store											
Task rating											
Importance	Difficulty	Frequency									
3	2	3									

E. Manage Store

E1. Prepare requisition			E2. Label items			E3. Maintain stock level			E4. Maintain store temperature		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	2	3	3	1	2	3	1	3	3	2	3
E5. Control quality of goods			E6. Assist to control wastages/misuse			E7. Take inventory					
Task rating			Task rating			Task rating					
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency			
3	2	2	3	2	2	3	3	3			

F. Perform Vegetables/Fruits Cutting

F1. Perform Julienne cutting			F2. Perform chopping			F3. Perform wedge cutting			F4. Perform slice cutting		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	1	3	3	1	3	3	2	3	3	1	3
F5. Perform cube cutting											
Task rating											
Importance	Difficulty	Frequency									
3	1	3									

DUTIES and TASKS

G. Prepare Breakfast

G1. Prepare tea/coffee			G2. Prepare juice			G3. Prepare toast			G4. Prepare egg items (boil, omelet, poach, scramble)		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	1	3	3	1	3	3	1	3	3	1	3
G5. Prepare paratha/chapati			G6. Prepare porridge			G7. Prepare pancake					
Task rating			Task rating			Task rating					
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency			
3	2	2	3	2	2	3	2	2			

H. Prepare Vegetable/Dal/Soup

H1. Prepare mix vegetable curry			H2. Prepare matar paneer			H3. Prepare butter paneer masala			H4. Prepare alu jeera		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	1	2	3	2	3	3	2	2	1	2	2
H5. Prepare mushroom vegetables			H6. Prepare french fry			H7. Prepare dal			H8. Prepare soup (tomato, mushroom, gundruk, sisno)		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	2	2	3	1	3	3	1	3	3	2	2

I. Prepare Meat/Poultry /Fish

I1. Prepare chicken/mutton/buff/fish fry			I2. Prepare chicken/mutton/buff /fish curry			I3. Prepare Chicken/mutton/buff/fish chilly			I4. Prepare chicken/mutton/buff boil		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	2	3	3	2	3	3	2	3	3	2	2
I5. Prepare Chicken/Mutton/buff sandeko											
Task rating											
Importance	Difficulty	Frequency									
3	1	3									

J. Prepare Rice

J1. Prepare steamed rice			J2. Prepare fried rice			J3. Prepare pulao			J4. Prepare biryani		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	1	2	3	2	3	3	2	3	3	1	2

K. Provide Bar and Restaurant Services

K1. Perform simple table layout			K2. Serve non alcoholic beverage			K3. Serve alcoholic beverage			K4. Serve breakfast		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	2	3	3	3	3	3	2	3	3	2	3
K5. Serve lunch/dinner			K6. Serve tea/coffee								
Task rating			Task rating								
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency						
3	3	3	3	3	3						

L. Prepare Desert

L1. Prepare fresh fruit salad			L2. Prepare rice pudding			L3. Prepare custard pudding			L4. Prepare sikarni		
Task rating			Task rating			Task rating			Task rating		
Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency	Importance	Difficulty	Frequency
3	3	3	3	3	2	3	2	2	3	2	2

Rating options:

1= Low

2= Medium

3= High

Additional Information for Job Title

Worker traits Co-operative, Creative, Disciplined, Energetic, Ethical, Sensitive, Responsible, Polite, Patient, Honest, Laborious, Good manner, Positive attitude, Healthy	Entry Requirements - 3 months Training (390 Hrs) or - As per NSTB Rules	Career Path Small Hotel & Lodge Assistant Incharge, L- 2
<p style="text-align: center;">Related Technical Knowledge</p> <p>Knowledge on:</p> <ul style="list-style-type: none"> • General introduction of tourism industry and its importance. • Concept of homestay tourism. • General introduction of small hotel and lodge. • Types of hotel and resort. • Inter departmental relation within hotel. • Importance of hygiene and grooming. • Importance of linen in hotel industry. • Importance of pleasant and family environment. • Gardening. • Degradable and non degradable materials for wastage and their uses. • Etiquette skill for telephone handling. • Communication skill. • Record keeping system and billing. • Types of guests. • Filling of guest registration. • Types of store and store keeping procedure. • Quality and cost control techniques. • Perishable and non perishable foods and their storage. • Basic principal cooking. • Methods of cooking. • Application of cooking utensils. • Handling technique of tools, equipment and materials. • Service sequence. • Menu and its types. • Garnish and accompaniments. • Types and quality of vegetables/fruits. • Quality of meat, egg, poultry and fish. • Different cutting methods. • Application of cutting tools. • Mise-en-place. • Concept of weight and measurement. • Chemicals used. • Proper use of edible food color. • Oil temperature for specific food items. • Storage of half done and full done food items. • Concept of safety precautions. • Portion control. • Concept of first aid. • Seasonal/off season locally available agricultural products. • Simple mathematical calculation. • Hotel security. • Lost and found procedures. • Local culture, norms, rules and their traditional practices. 	<p style="text-align: center;">Tools/Equipment</p> <ul style="list-style-type: none"> ➤ Knife ➤ Cooking pot ➤ Fry pan. ➤ Ladle ➤ Kitchen spoon. ➤ Mixer grinder ➤ Cooker ➤ Spice bowl ➤ Chopping Boards ➤ Working tables. ➤ Peeler ➤ Carving knife. ➤ Cylinder ➤ Dust bin ➤ Broom ➤ Dust pan ➤ Mops ➤ Butcher Knife ➤ Vegetable knife ➤ Cold dish bowl ➤ Basket ➤ Kitchen duster ➤ Stove ➤ Freeze ➤ Kitchen rack, Hot case, Micro oven ➤ Oil pot ➤ Washing basin. ➤ Strainer, Steam pot, Whisk, Wooden Spatula, Sink ➤ Grater ➤ Cutleries and crockery ➤ Different plates. ➤ Glass wear ➤ Service tray ➤ Vacuum cleaner ➤ Scrubber ➤ Linens ➤ Gloves (Cotton, rubber, plastic) ➤ Brushes (Commode, carpet, scrubbing) ➤ Green pad ➤ Calculator ➤ Spade ➤ Weighing machine ➤ Wine opener ➤ Bottle/can opener ➤ Duster ➤ Bucket ➤ Mug 	