

Training Program for:

TEAMLEADER - STEWARD

DEPARTMENT

STEWARDING

COMMENCEMENT DATE

Hotel Core Training		Date of Training	Departmental Trainer's Stamp
1	General Orientation		
2	Company Look		
	Part I		
	Part II		
	Part III		
3	Social Skills		
4	Complaints Handling		
5	Exceeding Guest Expectations		
6	Selling Skills		
7	Train the Trainer I		
8	Leadership Skills		
9	Fire & Safety		
	Part I		
	Part II		
10	First Aid		

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Departmental Orientation		Date of Training	Departmental Trainer's Stamp
1	Introduction to Food & Beverage		
2	Introduction to Food & Beverage Product & Services		
3	Food & Beverage Policy & Top 20 Concept		
4	Personnel Information		

Fundamental Skills		Date of Training	Departmental Trainer's Stamp
1	Operating Equipment		
2	Sequence of Service Familiarisation		
3	Say it Nicely Training		

Basic Skills		Date of Training	Departmental Trainer's Stamp
1	How to operate the dishwasher		
2	How to presoak flatware		
3	How to wash silverware		
4	How to detarnish flatware		

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Basic Skills		Date of Training	Departmental Trainer's Stamp
5	How to wash glassware		
6	How to wash chinaware		
7	How to descale the dishwasher		
8	How to clean the dishmachine		
9	How to clean S.S table		
10	How to clean meat and food slicer		
11	How to clean an oven/baking oven		
12	How to clean floors by mopping		
13	How to prepare on operating equipment for banquet		
14	How to clean meat blocks and sandwich boards		
15	How to clean deep fat fryers		
16	How to clean grills/griddles		
17	How to clean coffee urns		
18	How to clean the coffee machine		
19	How to clean canopy and drain area		

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Basic Skills		Date of Training	Departmental Trainer's Stamp
20	How to clean the air ducts		
21	How to clean removable filters		
22	How to clean refrigerators and coolers		
23	How to clean the backsplash		
24	How to clean the garbage bins		
25	How to polish silver hollowware		
26	How to operate the burnishing machine		
27	How to clean the floor by scrubbing machine		
28	How to clean wall surfaces		
29	How to clean copperware		
30	How to clean walk-in freezers		
31	How to clean a saw machine		
32	How to clean a vertical cutter/mixer		
33	How to clean a water washed exhaust hood		
34	How to clean receiving area		

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Basic Skills		Date of Training	Departmental Trainer's Stamp
35	How to control daily breakage		
36	How to collect garbage		
37	How to clean a smoke oven		
38	How to clean a vacuum packer		
39	How to clean a vegetable cutter		
40	How to clean citrus juicer		
41	How to clean a potato peeler		
42	How to clean a rotating rack oven		
43	How to clean dough divider sheeter and mixer		
44	How to clean a pasteurizer		
45	How to clean an automatic bread slicer		
46	How to clean microwave oven		
47	How to clean ice machine		
48	How to clean the combi steamer		
49	How to clean the pasta machine		

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Basic Skills		Date of Training	Departmental Trainer's Stamp
50	How to clean coffee machine		
51	How to requisite store items		
52	How to clean bread toaster		
53	How to clean the wall corner		

Certified on : _____

Specialised		Date of Training	Departmental Trainer's Stamp
1	How to avoid accidents		
2	How to protect from hazardous chemicals		
3	First aid safety labels		
4	How to store operating equipment properly		
5	How to prevent fire accidents		
6	Foodbourne illness training		
7	Food safety is no mystery		
8	How to set up decoy system to control breakage		

Certified on : _____

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Advanced Skills		Date Completed	Departmental Trainer's Stamp
1	How to closely follow up hotel rules/regulations		
2	How to save energy and products for the hotel		
3	How to cooperate with other outlet		
4	How to use chemicals productively and efficiently		

Certified on : _____

Overall Evaluation:

Graduate's Signature

Division / Department Head's Signature

Copy of this testimonial is held in Human Resources Department as verification of accomplishment