1	**Name of Course**	**Certificate Course in Cabin Room Attendant**	
2	**Max no. of Students**	25	**Course Code - 415110**
3	**Duration**	6 month	
4	**Course Type**	Full Time	
5	**No. of Days per week**	6 days	
6	**No. of hours per day**	7 Hrs	
7	**Space require**	Theory Class Room – 200 sqft Practical Lab – 1000 sqft Total – 1200 sqft	
8	**Entry qualification**	S.S.C.	
9	**Objective of syllabus**	To work as attendant in AC coaches of railway and also in various hotels & hospitals as room attendant.	
10	**Employment opportunities**	Cabin room attendant job in various organizations	
11	**Teachers Qualification**	Diploma in Office Management or D.B.M., and 1 year Experience	

12] **Teaching Scheme – Training System for 6 Month**

Training System per Week

Theory	Practical	Total
12 Hours	30 Hours	42 Hours

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13] **Examination Scheme –**

Sr	Paper code	Name of Subject	TH/PR	Hours	Max. Marks	Min Marks
1	**41511011**	Cabin Room Attendent Practice	Theory – I	3 Hrs	100	35
2	**41511021**	Basic Information Technology	Practical –I	3 Hrs	100	50
3	**41511022**	Cabin Room Attendent Practice	Practical – II	6 Hrs	200	100
		Total			**400**	**185**

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Cabin/Room Attendant Practice

Theory – I **Cabin Room Attendent Practice**	**Practical – II** **Cabin Room Attendent Practice**
Basic Training Able to perform the general behaviour such as manner, attitude, etiquette , hospitality, personnel and environmental hygiene. To demonstrate; Facial expression, gesture, posture and body language. Able to understand and analyse the psychology of a passenger /guest. To attain oral skill, appeasement skill and communication skill. Understand the importance of first appearance and non verbal communication. General concept of related trade. **Basic Training** Able to perform the general behaviour such as manner, attitude, etiquette , hospitality, personnel and environmental hygiene. To demonstrate; Facial expression, gesture, posture and body language. Able to understand and analyse the psychology of a passenger /guest. To attain oral skill, appeasement skill and communication skill. Understand the importance of first appearance and non verbal communication. General concept of related trade.	To know about the general behaviour. To know about the various ways of expression. Knowledge of psychology and related development. Knowledge about these skill. Knowledge of non verbal communication and appearance value. Audio-Visual Aid pertaining to demonstration of behaviour and to know correct and wrong way of facial expression to do a thing.
Trade Training General Rule:	
Able to read and understand the passenger /guest amenities rule Able to understand the importance of general safety rule for passenger/guest passenger /guest welfare rules To understand and perform attending to other standing rule/instruction To understand the different status of hotel and facilities provided per room. Reception norms trends and standing instruction for receiving the guest and providing the amenities as per the code of the hotel /different status of coaches. To understand the layout of hotel various kind of fire extinguisher Able to use the fire extinguisher kept in the coach/hotel in case of emergency. Able to understand the type of fire and use of corresponding fire extinguisher and its alternative in case of emergency. To understand the building safety rule pertaining to hotel. Ability to operate the emergency exist, fire alarm and fire safety s/w in emergency. To demonstrate the understanding of electric fire and its causes	Knowledge of rule. Knowledge of safety rule. Knowledge of this rule. Knowledge about standing rule and instruction. Knowledge of different status of hotels. Knowledge about code of conduct, reception norms and standing/general instruction. Knowledge about the layout of hotel. Theoretical Knowledge of rule pertaining to AC conditioning coaches.

due to working of high voltage in AC coaches under restricted space available.	
Hazards and Prevention understanding: Able to understand the various risk and hazards detrimental to passenger/guest safety. Attain the practical ability to understand the various kind of fire hazards which are fatal to passenger/guest. Practical experiences about functioning	Knowledge of risk and hazards. Knowledge of fire hazards and its type. Knowledge about type and functioning of various kind of fire extinguisher. Knowledge about operating procedure of fire extinguisher. Knowledge about type of fire and use of fire extinguisher for particular fire and its alternatives. Knowledge of building safety rule. Knowledge about location of emergency exist, fire alarm and safety s/w their operation and related safety. Knowledge about the electric fire and its causes due to working of high voltage in AC coaches. Audio-Visual knowledge and showing of type of fires its causes and prevention.
Demonstration of attendant service: Able to distribute; Blanket, pillow with cover, towel and bed sheet as per berth No./rooms. Ability to find out the destination of passenger/guest as per berth and to keep a record of passenger/guest destination. Able to collect the all items given to passenger just before 15 minutes reaching to destination. Able to make bed ready by properly laying the bed sheet, pillow and towel. Able to provide the items including meals, tea, eatables and other amenities as per requirement or requisition of Passenger/guest. To demonstrate the Audio Visual show pertaining to the attendant service.	Knowledge about these item and procedure of distribution. Knowledge of destination of Passenger/guest. Knowledge about process of collecting the distributed items. Knowledge of laying of bed sheet and towel. Knowledge about meal times and varieties of meal prepared in the hotel or out side the hotel. To know about the distribution of blanket to authorise passenger
Understanding of Railway Route: Able to find out the starting and terminating destination of particular trains Able to identify the halting station en route of journey. Ability to find out the arrival and departure time and late running time(if so), for major halting station en route to journey. Ability to find out the running time of train from railway time table Ability to find out the departure time of the Guest/passenger.	Knowledge of starting and terminating station. Knowledge about halting station. Knowledge about arrival and departure time of major halting station. Knowledge about reading of railway time table. Knowledge about the departure time of the Guest

Demonstration of customer service: Establish rapport with catering and A.C. maintenance staff. Able to demonstrate the positive response to the different query of the passengers/guest. Able to supply the passenger/guest demand within shortest possible time. Understand and demonstrate the behaviour amicably to reply even the intricate quarries. Demonstrate the reputation to refrain from ambiguous discussion with passenger / Guest . Ability to evade, drinking, eating, smoking with passenger/guest. Crisis management demonstration and activation during incidents/accidents. Able to maintain decency while conversion and avoid creating close contact with any passenger/guest. Attain generous gesture and never demonstrate arrogant or angry attitude to passenger /Guest Ability to understand the motto " Serve with smile" and perform the service to the satisfaction of passenger/guest. Able to provide the items including meals, tea, eatables and other amenities as per requirement or requisition of the Guest. To understand the Air conditioning system of AC coaches and its regulation of temperature and humidity as per the requirement of the passenger. To understand the ability to take the order and in cash the bill from the guest.	Knowledge about catering and maintenance staff . Knowledge about reposes to the query of passenger/guest. Knowledge of expected passenger/guest demands. Knowledge to avert intricate query. Knowledge to avoid ambiguous discussion. Knowledge of remains away from smoking, eating or drinking with passenger/guest. Knowledge about the crisis management during accident/incident. Knowledge of maintaining decency with passenger/guest. Knowledge about performing the generous gesture. Knowledge about the importance of passenger satisfactory service. Knowledge about meal times and varieties of meal prepared in the hotel or outside the hotel within the near vicinity. Knowledge about the Air conditioning system of AC coaches and its regulation of temperature and humidity as per the requirement of the passenger. Knowledge to take the order and in cash the bill from the guest.
Understanding the house keeping procedure:- Able to perform the folding with correct layers of blanket, towel, pillow cover and bed sheets. Able to understand the hygienic use of these items. Attain the ability to keep the items in proper manner and separately as per each item. Able to perform the segregation as per house keeping system to maintain the long life of each item. Able to perform systematic arrangement of item in cup board. Able to understand the house keeping system that a place for each item and each	Knowledge about fording procedure with proper layer. Knowledge about hygienic use of these items. Knowledge about proper house keeping as the different item wise. Knowledge of segregation procedure to ensure the long life of the items. Knowledge about systematic arrangement in the cup board. Knowledge of house keeping.

item should be kept at the same place. To understand the passenger requirement pertaining to water necessity and cleaning of toilet.	Knowledge about the passenger requirement pertaining to water necessity and cleaning procedure of toilet.
Understanding of first aid Medicine : Able to identify the name of various medicine kept in the first aid box. Application and amount of use of Tincher and bandage kept in box. Understand the expiry date of the medicine. Able to understand and perform the replacement of medicine and Tincher as and when required. Able to identify the various location where first aid box kept in hotel/coaches.	Knowledge about the medicine kept in first aid box. Knowledge about use of Tincher and bandage kept in box. Knowledge about expiry date of medicine. Knowledge about replacement of medicine. Knowledge of location for keeping first aid box.
Record filing: Able to keep the record. Able to maintain distribution list. Able to prepare the balance sheet of items. Able to keep the record of item distributed as per the berth and destination of passenger/guest. Able to understand the maintenance of AC Log Book. Able to maintain the record of various maintenance activities carried out on the train en-route.	Knowledge of record. Knowledge of distribution list. Knowledge of balance sheet prepare. Knowledge of distributor list. Knowledge about the maintenance of AC Log Book. Knowledge about the record of various maintenance activities carried out on the train en-route.
Skill Attainment Practice: To undergo specific skill acquiring training related to AC coaches, hotels, hospitals and other private attendant services.	----------

List of the Tools and Equipments for the trade of "Cabin/Room Attendant"

Sl.No.	Item	Qty.
1.	Blanket	2 nos.
2.	Bed Sheet	4 nos.
3.	Pillow with its Cover	2 nos.
4.	Compartmental Tray	2 nos.
5.	Waste bin	1 no.
6.	Salver (round tray used in hotel)	4 nos.
7.	Cruet set	2 nos.
8.	Ash Tray	2 nos.
9.	Butter Dish	2 nos.
10.	Water Tumbler	12 nos.
11.	All purpose Knife & Fork	12 nos. each
12.	Dessert and service spoon -do-	
13.	Service Fork	8 nos.
14.	Tea Cup and Sauces	6 nos.
15.	Tea Pot/Coffee Pot	2 nos.
16.	Milk Pot	2 nos.
17.	Sugar Pot	2 nos.
18.	Sugar tongs	2 nos.
19.	Thermos Flasks 1 litre and half litre	2 nos. each
20.	Serviette (guest napkin) cloth	12 nos.
21.	Waiter's Cloth	4 nos.
22.	Dining Table & Baize (3 ft. x 3 ft.)	2 nos.
23.	Dining Chair	8 nos.
24.	Table Cloth	4 nos.
25.	Side Board	1 no.
26.	Almirah standard	1 no.
27.	Map (Railway)	1 no.
28.	VCR, TV, Computer, OHP	1 no. each

Practical - I - Basic Information Technology

A] Computer Fundamental	
1] Fundamentals Of Computer Introduction Components of PC The system Unit Front part of system Unit Back part of system Unit CPU Memory of computer Monitor Mouse, Keyboard Disk, Printer, Scanner, Modem, Video, Sound cards, Speakers	**List of Practical** 1. Working with Windows 2000 desktop ,start icon, taskbar, Recycle Bin, My Computer icon ,The Recycle Bin and deleted files Creating shortcuts on the desktop 2. The Windows 2000 accessories, WordPad – editing an existing document, Use of Paint – drawing tools The Calculator, Clock 3. The Windows Explorer window, concept of drives, folders and files? Folder selection techniques, Switching drives, Folder creation, Moving or copying files, Renaming, Deleting files ,and folders 4. Printing, Installing a printer driver, Setting up a printer, Default and installed printers, Controlling print queues, Viewing installed fonts, The clipboard and 'drag and drop', Basic clipboard concepts Linking vs. embedding,
2] Introduction To Windows 2000/Xp Working with window Desktop Components of window Menu bar option Starting window Getting familiar with desktop Moving from one window to another Reverting windows to its previous size	5. Moving through a Word document menu bar and drop down menus toolbars 6. Entering text into a Word 2000 document, selection techniques Deleting text 7. Font formatting keyboard shortcuts 8. Paragraph formatting Bullets and numbering

Opening task bar buttons into a windows Creating shortcut of program Quitting windows	9. Page formatting What is page formatting? Page margins Page size and orientation Page breaks, Headers and footers 10. Introducing tables and columns
3] GUI Based Editing, Spreadsheets, Tables & Presentation Application Using MS Office 2000 & Open Office.Org Menus Opening, menus, Toolbars, standard toolbars, formatting toolbars & closing Quitting Document , Editing & designing your document Spreadsheets Working & Manipulating data with Excel Changing the layout Working with simple graphs Presentation Working With PowerPoint and Presentation	11. Printing within Word 2000 Print setup Printing options Print preview 12. Development of application using mail merge Mail merging addresses for envelopes Printing an addressed envelope and letter 13. Creating and using macros in a document 14. Creating and opening workbooks Entering data 15. Navigating in the worksheet Selecting items within Excel 2000 Inserting and deleting cells, rows and column Moving between worksheets, saving worksheet, workbook
4] Introduction To Internet What is Internet Equipment Required for Internet connection Sending &receiving Emails Browsing the WWW Creating own Email Account Internet chatting	16. Formatting and customizing data 17. Formulas, functions and named ranges 18. Creating, manipulating & changing the chart type 19. Printing, Page setup, Margins Sheet printing options, Printing a worksheet 20. ***** Preparing presentations with Microsoft Power Point. Slides and presentations, Opening an existing presentation , Saving a presentation
5] Usage of Computer System in various Domains Computer application in Offices, books publication data analysis ,accounting , investment, inventory control, graphics, database management, Instrumentation, Airline and railway ticket reservation, robotics, artificial intelligence, military, banks, design and research work, real-time, point of sale terminals, financial transaction terminals.	21. Using the AutoContent wizard ,Starting the AutoContent wizard, Selecting a presentation type within the AutoContent wizard Presentation type Presentation titles, footers and slide number 22. Creating a simple text slide, Selecting a slide layout Manipulating slide information within normal and outline view, Formatting and proofing text, Pictures and backgrounds, drawing toolbar, AutoShapes, Using clipart, Selecting objects, Grouping and un-grouping objects, The format painter
	23. Creating and running a slide show, Navigating through a slide show, Slide show transitions, Slide show timings. Animation effects 24. Microsoft Internet Explorer 5 & the Internet Connecting to the Internet The Internet Explorer program window, The on-line web tutorial Using hyper links, Responding to an email link on a web page 25.Searching the Internet, Searching the web via Microsoft Internet Explorer, Searching the Internet using Web Crawler, Searching the Internet using Yahoo, Commonly used search engines
6] Information technology for benefits of community Impact of computer on society Social responsibilities Applications of IT Impact of IT Ethics and information technology Future with information technology	26. Favorites, security & customizing Explorer Organizing Favorite web sites Customizing options – general, security, contents, connection, programs, advanced 27. ***** Using the Address Book Adding a new contact Creating a mailing group, Addressing a message, Finding an e-mail address 28. Using electronic mail, Starting Outlook Express Using the Outlook Express window, Changing the window layout, Reading file attachment, Taking action on message-deleting, forwarding, replying 29. Email & newsgroups, Creating and sending emails Attached files, Receiving emails, Locating and subscribing to newsgroups, Posting a message to a newsgroup 30. Chatting on internet, Understating Microsoft chat environment, Chat toolbar

List of Books

Computer Fundamental

1] Vikas Gupta Comdex Computer Course Kit First Dreamtech

2] Henry Lucas Information Technology for management 7Th Tata Mc-Graw Hills

3] B.Ram Computer Fundamentals Architecture and Organisation Revised 3rd New Age International Publisher

List of Tools and Equipment

A] General Class room

Sr	Name of Item	No.
1	Steel lockers 8 compartments with individual lockers (1980 x 910 x 480 mm)	4
2	Chair with writing pad	25
3	Steel almari with self 6.5' x 3' (18 gauge)	2
4	Steel table 4' x 3'	2
5	Teacher chair	2

B] For Computer Fundamental and CAD Practical

Sr	Name of Item	No.
1	Computer System P4 with accessories Complete with license OS. compatible for- to run AutoCAD 2010 and Windows 7 OS.	5+1
2	Plotter- HP Design Jet 500 latest model	1
3	Scanner	1
4	Computer table	5+2
5	Chair for computer	10+2
6	Laser Printer	1
7	M. S. Office Software	1

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