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**KITCHEN STEWARDING**

The Kitchen Stewarding department has a very important role to perform in the hotel and catering industry. Supervises kitchen employees not actively engaged in cooking to ensure clean, efficient, and economical food service: Assigns KITCHEN HELPER (hotel & rest.) and other noncooking employees to such activities as dishwashing and silver cleaning. Inspects kitchens, workrooms, and equipment for cleanliness and order.

**Under general supervision, provides the restaurant and kitchen with clean and sanitary ware**.

**ESSENTIAL DUTIES/RESPONSIBILITIES**

   Gathers all dirty dishware from tubs brought to the dishroom, rinses and stacks in dishracks, always clearing dishes of leftovers and trash in order to prepare for automated washing.

  Loads full dishracks on belt and ensures correct placement in accordance to the instructions for the operation of the machine. Operates automatic dish washing machine by using controls as instructed. Loads dishwashing solutions into automatic dispensers and regulates the output of detergents and chemicals to the dishwashing machine by monitoring and adjusting controls.

    Unloads clean dishes from racks after being processed through dish machine, inspects for cleanliness and carefully stacks in specified carts and shelves for the easy use by restaurant and kitchen staff.

    Manually scrubs pots, pans and other kitchen equipment that cannot be washed automatically, using detergents, scourers, and special solutions as required. Inspects for cleanliness, manually dries with hand towels, and puts away in correct places.

    Manually polishes all silver, stainless steel and pewter used in food service, using standard polishing cloth and products, in order to present clean and attractive equipment to diners.

   Maintains the automatic dishwashing equipment in good condition and working order in accordance with manufacturers' instructions in order to prolong the life of the equipment, prevent breakdowns and to meet mandated health compliance regulations.

   Keeps the dishroom in clean and orderly condition at all times by sweeping, mopping, emptying trash, wiping counters and equipment and organizing shelves in order to maintain a sanitary work station and to meet mandated health compliance requirements.

      Mops kitchen floors as requested and at end of each shift, cleans all kitchen work surfaces as regularly scheduled by manager including walls, ceilings, hoods, vents and ovens.

  Gathers all trash cans from kitchen work areas at end of each shift and empties into outside trash compactor. Sweeps loading dock and kitchen entrance areas, clearing litter and debris to trash bins, for the safety of employees and purveyors.Performs other duties as assigned, requested or deemed necessary by management.

**Equipments used in kitchen stewarding**

o      **Dish washing Machine**

o      **Ice cube machine**

o      **Conveyer belt**

o      **Floor scrubbing machine**

o      **Garbage container**

o      **Auto fit**

o      **Mobile tray master**

o      **Racks**

o      **Warming cabinets**

o      **Loaders**

o      **Silvo machine**

o      **Reject Trolley**

A kitchen steward, also sometimes called a “kitchen porter,” is a person who works in a commercial or industrial kitchen as a sort of support person. He or she is not usually involved in the actual preparation of food, but keeps things clean and organized so that chefs and food prep assistants can do their jobs efficiently. The steward is often considered one of the lowest ranking members of the staff, but the job is nonetheless very important. Without someone on hand to keep things running smoothly, chefs and others could easily fall behind.

**Scope of the Work**

Kitchen stewards can be found practically anywhere that food is prepared on a large scale. Restaurants are the most common example, but many also work in hotels, in hospital kitchens, and in school cafeterias. [Cruise ship](http://www.wisegeek.com/what-is-a-cruise-ship.htm) and airplane kitchens may also employ this sort of help.

**Cleaning and Maintenance**

Keeping things clean is usually the biggest part of a kitchen steward’s job. At the most basic level, this involves washing dishes and scouring pans, though it usually also includes cleaning up workspaces and mopping floors as required. He or she will usually work with chefs and other kitchen staff to make sure that all of the tools and utensils needed for a specific meal or cooking task are washed and ready to go.

Before preparations for each meal begin, the kitchen steward frequently inspects the prep stations, stoves, and appliances like refrigerators and freezers. He or she will make sure that all the necessary equipment is properly stored and readily available for the kitchen crew. If any of the stations require additional [cutlery](http://www.wisegeek.com/what-is-cutlery.htm) or tools, the steward is normally expected to have these clean and ready for use.

At the end of the day, the steward will typically help get everything put back away and tidied up. This often involves sanitizing workspaces, scrubbing floors, and sealing up unused ingredients. In many respects, he or she is in charge of “closing” the kitchen and making sure that everything is in order for either the next day or the next crew. This often means that the steward is one of the very last to leave.

**Storing and Organizing**

If the eating establishment has storage areas separate from the kitchen, the steward is generally in charge of their maintenance as well. This often includes walk-in freezers and refrigerators, pantries, and stock rooms. In addition to daily maintenance, the steward is often required to schedule and perform in-depth cleaning of these areas on a weekly or monthly basis. He or she may also be tasked with taking inventory and alerting managers when certain supplies are running low.

**Additional Tasks**

In small [food service](http://www.wisegeek.com/what-is-food-service.htm) environments, the steward may be required to help operations outside of the kitchen as well. He or she may be asked to bus tables, for instance, or refill water glasses for patrons. Sweeping the dining room floor or doing minor tidying tasks during less busy times might also come within a steward’s job description, and in some places he or she might actually help serve customers when needed. This sort of direct contact is usually limited to special circumstances, like if a member of the regular wait staff is out sick or the restaurant is much busier than usual.

**Shifts and Basic Expectations**

Stewards, like most kitchen staff, work in what is known as “shifts.” Shifts are typically quite long, usually beginning a few hours before a meal prep and ending several hours afterward. They are not always regular, either — some days, a shift might be from 2 p.m. to 12 a.m., while on others it could be 5 a.m. to noon. A lot depends on the needs of the restaurant or kitchen owners, as well as the size of the steward pool. Someone who is the only kitchen steward will usually work much more regular hours than one who is on a team of many.

Though the work is not usually very difficult, it can be physically demanding. Success on the job often requires a lot of strength as well as the ability to stand for long periods of time. In most cases, the work is fast-paced and labor intensive. Stewards must have good communication skills so that they can interact with and take instructions from chefs and others.

**Educational Requirements**

There are generally no educational requirements to become a kitchen steward, though many employers want workers to have at least a high school diploma or its equivalent. Background in a food service preparation environment is often considered a “plus” for kitchen steward applicants, as well. A passion for the job and a commitment to working hard are usually the most important elements of getting hired.

**Advancement Potential**

In some cases, a person might take a job as a steward as a way of working up the chain of responsibility in a restaurant or other establishment. Starting in on the bottom rungs can be a good way to learn about restaurant management, and can sometimes be a first step in promotion to busboy, [waiter](http://www.wisegeek.com/what-is-a-waiter.htm), or chef. Much of this depends on the establishment and the policies of individual managers.

**partment**A galley steward, also sometimes referred to as a kitchen steward, works in the galley area of a ship. As part of the ship's crew, his main responsibilities usually include food preparation and ensuring overall galley cleanliness. Galley stewards typically work on military vessels and commercial [cruise ships](http://www.wisegeek.com/what-are-the-different-types-of-cruise-ships.htm), and depending on the size of the ship, may work independently or under the supervision of a [chief steward](http://www.wisegeek.com/what-is-a-chief-steward.htm).

On a ship, the galley steward is normally expected to help with meal planning and food preparation. His duties can vary, but he is frequently in charge of overseeing the food inventory and the storage facilities, such as pantries and freezers. He usually arranges for periodic maintenance and deep cleaning of these areas as well. The galley steward also might assist the chef by baking or otherwise preparing food when requested, and in some cases, he may actually serve and clean up the meals.

Another main responsibility of a galley steward is cleaning the galley and maintaining the work areas. He usually takes care of the dishes, utensils, and any other cooking accessories, for instance. He might also sweep and wash the floors and walls, along with performing other necessary cleaning tasks. The galley steward usually handles waste removal, for example, by separating the trash from recyclables and properly disposing of the items.

A galley steward's additional tasks might include maintaining all of the kitchen equipment and cleaning supplies. In some cases, he might have to operate industrial-sized machinery, often requiring specialized skills or expertise. He is also usually expected to adhere to applicable health and safety regulations, along with meeting environmental standards and following workplace safety policies. He might have to attend certain meetings or training sessions as well, which could include life saving procedures and safety drills.

Working as a galley steward is physically demanding and normally entails long hours. On a larger ship, a steward might share his responsibilities with other crew members, including dish washers, garbage personnel, and additional cleaners or maintenance workers. To do his job effectively, he typically needs to have good communication skills, have physical strength and generally be in good health. The job often requires previous experience in the [hospitality industry](http://www.wisegeek.com/what-is-the-hospitality-industry.htm), such as in a hotel or restaurant, with a focus on cleaning and food preparation. Prior to starting a job as a galley steward, one might also have to obtain credentials, such as a [Merchant](http://www.wisegeek.com/what-does-a-merchant-do.htm) Mariner's Document, to work on military vessels in certain countries.

A chief steward is a hospitality professional who supervises staff on board a boat, in a hotel, or on an [aircraft](http://www.wisegeek.com/what-are-the-different-types-of-aircraft.htm). The specifics of the job can vary depending on the employer and the size of the facility the steward works for. To be employed in this position, people usually need work experience in various hospitality positions. A degree in hospitality from a technical school can also be highly beneficial and may allow a potential chief steward to move into a senior position more quickly.

As a general rule, the chief steward oversees the staff associated with the pantry, storeroom, and kitchen, with the exception of the cooks. Chief stewards can also handle dining rooms and room service. As supervisors, chief stewards hire, fire, and train employees. They also set and maintain quality of service standards and handle customer complaints and requests. The chief steward is responsible for ensuring that guests have an enjoyable time and that staff treat guests consistently and well.

Some chief stewards handle supply ordering, inventory management, and related tasks. They can also enforce cleanliness and confirm that all work areas comply with the law and any relevant codes, such as codes set by the health department for restaurants. This work requires multitasking abilities, as the chief steward needs to be able to supervise large crews of people working in diverse environments while also balancing incoming information from customers, [suppliers](http://www.wisegeek.com/what-are-suppliers.htm), and vendors.

Management structures in the [hospitality industry](http://www.wisegeek.com/what-is-the-hospitality-industry.htm) vary. Depending on the facility, the chief steward may be a senior member of the staff or may be under the supervision of another staff member or department. People who work their way up in the ranks in a single organization get a chance to work in numerous different positions so that they understand the management structure and company values. These individuals are sometimes more likely to be considered for promotion than outsiders, depending on the way a company structures itself.

The term “chief steward” is also used in another sense. On race tracks, the chief steward oversees the track and is responsible for confirming that conditions are safe to race, making rulings on complaints about fouls and other misdeeds, and being involved in the judging of photo finishes. This position requires experience in the sport along with a level head and the ability to make critical judgments under very high pressure that can include very high stakes

**POSITION SUMMARY:**
This position maintains all Stewarding functions. Responsible for cleaning of all china, glass, silver and serving equipment; facilitating all plate-up and delivery of all food the prospective functions; set-up and breakdown of all Banquet buffets; cleaning of all Food & Beverage food prep and servicing areas, to include main kitchen, concessions kitchen and back hallways.
**POSITION RESPONSIBILITIES:**
•Delivery of all food to prospective functions.
• Delivery and set-up and breakdown of all equipment to prospective functions
•Other duties as assigned.
• Cleanliness in both kitchens.
• Position is very hands on with excessive interaction with staff.
• Running and maintenance of the main dish machine.
• Must quick with counting and simple arithmetic.
**Changing trends**
Earlier it was the onus of the chef to plan the menu, keep the kitchen clean, manage costs and budget, look into aspects of hygiene and, of course, cook.
But with the increasing thrust on different cuisines, the role of chefs became more specific leading to a growing need to hire cleaners to do the job. Supervisors were later required to oversee the work of cleaners. Slowly, they evolved to become stewards, taking care of every aspect of the kitchen from maintenance, cleaning, tracking inventory, keeping an eye on the temperature in which utensils, pots and crockery are washed, refrigeration of food and monitoring the work of the cleaners.
Today, a kitchen steward complements the role of a chef and the F&B manager. He helps the chef purchase the necessary ingredients and stocks the food the right way and at the right temperature, while helping the F&B manager control the inventory and checking breakages. The kitchen steward has lent professionalism, dignity and technicality to what was previously considered a menial chore.
Some of the broad roles of a kitchen steward
•    Cleaning and organising dishes including buffet
•    Controling inventory
•    Monitoring the use of machines for different kinds of utensils like pots and crockery
•    Maintaining hygiene and quality in the kitchen and different equipment used there
•    Keeping a tab on breakage and missing cutlery

**Layout of stewarding department**

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| http://1.bp.blogspot.com/-ViwGOqRpvZU/T9XAxjjM1qI/AAAAAAAABGo/wNoZfPLUn7k/s640/stewarding+dept.jpg |
| stewarding layout |

*Here is a sample of a daily sanitation schedule for the kitchen area*
After Each Use and at the End of the Day
The things and areas in the kitchen that need to be washed, rinsed, and sanitized after each use include:
1.    Preparation areas.
2.    Tilt skillet.
3.    Rotisserie skewers and the tines.  These also need to be degreased at the end of the day.
4.    Slicers and stand.
5.    Three-compartment sinks.
**After Every Four Hours**
There are also some areas in the kitchen as well as kitchen items that need to be washed, rinsed, and sanitized every four hours.  These are the:
1.    Counters, especially the prep area counters.  They should also be washed, rinsed, and sanitized in between products.
2.    In-use utensils.  Like the counters, they should also be washed, rinsed, and sanitized in between products.
3.    Scales.  They should also be washed, rinsed, and sanitized between each use.
4.    Hand sink handles.
5.    Ice carriers.
6.    In-use wiping cloths.  Be sure to place them in their appropriate linen bag before they are sent to the laundered.
7.    Knife holders.
**Throughout Shift and as Needed**
Some areas and kitchen equipments that need to be washed and wiped clean all throughout the shift and as needed include:
1.    Front doors.
2.    Pizza oven.
3.    Floors.
**Before and After Each Shift**
Each stewarding department shift should make it a point that all these areas are taken care of before and after each shift:
1.    Bathroom mirrors should be spotlessly clean.
2.    Bathroom should be restocked with hand soap as well as paper towels.
3.    Hand sink areas should be washed, rinsed, and sanitized.
**At the End of the Shift**
At the end of each shift, it is the stewarding department’s duty and responsibility to wash, rinse, and sanitize these areas:
1.    Front counters and shelves.
2.    Countertop coolers and shelves.
3.    Delivery counters.
4.    Hood filters.  They should also be degreased and air dried.
**At the End of the Day**
Before closing the restaurant, here are the areas in the kitchen and kitchen items that the stewarding department needs to address:
1.    Bathroom equipments and surfaces, including the bathroom floor and tiles as well as bathroom mirrors.
2.    Condiment containers need to be washed, rinsed, and sanitized.
3.    Cooling racks.
4.    Dish racks.
5.    Drain covers.
6.    Freezers.
7.    Ice-cream dipper well.
8.    Line drawers.
9.    Line inserts.
10.    Mixer base and exterior.
11.    Pizza oven.
12.    Pizza oven tiles.
13.    Product storage containers and bins.
14.    Reach-in handles.
15.    Reach-ins and wells.
16.    Rotisserie, its holding drawers, and its exteriors.
17.    Walk-in freezers and chillers.
18.    Dry storage areas.
19.    Mops and brushes.  These should be washed, rinsed, sanitized, and hung upside down so as to allow the excess liquid to drip down and for the mops and brushes to dry.
20.    Trash receptacles.
21.    Exterior premises of the restaurant.

**Garbage disposal**
Among the many duties of the stewarding department is the proper disposal of garbage and other waste materials.  This is very important because one of the responsibilities of the kitchen steward department is to maintain the cleanliness of the restaurant kitchen in order to safeguard the health of its diners.  A dirty kitchen can ruin the reputation of a restaurant, however good its name may be.
Proper Location of the Garbage Area
The garbage area should be situated far from where the food and ingredients are kept.  In fact, it should never be situated near the vicinity of the food production area where food is usually prepared.  It should also be kept well away from the cooking area so as to avoid contaminating the food with anything harmful to the body.
**Common Guidelines in Proper Garbage Disposal**
Each restaurant has its own guideline for proper garbage disposal that its Stewarding Department uses.  However, here are some of the most common ones that restaurants and their kitchens should follow.
Garbage bins should be placed in all parts of the kitchen, except those mentioned above, and these garbage bins should be lined with plastic liners.  The stewarding department has to clear the garbage bins at least four times a day so as to avoid piling up of garbage, and the garbage and waste materials should be transferred to its appropriate garbage trolleys.  Of course, the plastic liners should always be changed each time the garbage bin is cleared.
When it comes to proper garbage disposal, you should always make it a point that you are wearing disposable gloves so as to protect your bare hands from coming into contact with the garbage.  You should also make sure that the opening of the garbage bin plastic liner is tied shut.
After disposing of the garbage bags properly, it is recommended that you thoroughly wash and sanitize your hands before moving on to the next task.  This is very important especially if you are going to be working near the food preparation area or working with food products itself.
**Dry Versus Wet Garbage**
Before anything else though, the kitchen stewards assigned to garbage disposal should know the difference between dry and wet garbage.  In a nutshell, dry garbage materials are those items that can be recycled.  They are inorganic materials such as plastic, papers, cardboard boxes, etc.  When it comes to dry garbage materials, the kitchen stewards should also know how to properly segregate the items.  Plastic items should have one container, and so do cardboard boxes, glasses, papers, etc.  On the other hand, wet garbage materials are the organic items that can be decomposed and used for fertilizer.
It is very important that the restaurant has appropriate guidelines when it comes to garbage disposal.  Not only will these guidelines prevent the contamination of food with harmful substances, but this will also protect the diners as well as the staff from these harmful substances.  Remember, dirty kitchen increases the risk of food poisoning, so preventing this is one of the biggest and most important duties of the stewarding department.

**The kitchen stewarding is basically divided into two areas:**

**a) Wash up area-**

It is an important service area and should be ideally situated so that the brigade can work speedily and efficiently while passing from the food service area to the kitchen. The waiter should stack the trays of dirties correctly at the side board with all the same sized plates together and all the tableware stacked on one of the plates with the blades of the knives running under the arch of the forks. All glassware should be stacked on separate trays and taken to a separate wash up area. Wash up section should be the first place when the waiter enters the back area.
Hygiene is of utmost importance at the wash up area, as all sorts of germs can originate from here and can contaminate the food. This section is normally in the charge of the stewarding supervisor who may in turn have number of wash up boys as per need.

**Dishwashing Methods:**
There are two main methods used for dishwashing for foodservice operations-
*1. Manual (tank) method-*
The dirty crockery is placed in a tank of hot water containing a soap detergent solution. After washing, these are placed in wire racks and dipped into a second sterilizing tank containing clean hot water at a temperature of approximately 75˚C (179˚F). The racks are left for two minutes and then lifted out and the crockery left to drain. If sterilized in water at this temperature the crockery will dry by itself without the use of drying up cloths. This is more hygienic. After drying the crockery is stacked into piles of the correct size and placed on shelves until required for further use.

*2. Dishwashing machine-*
Most commercial and welfare catering sectors use washing machines to wash service equipment. Washing machines of different efficiencies, sizes, and cost are available, allowing operators to select according to their need and budget. These machines save labour and time and ensure sterilized service equipment.

The three main types of machines are
**1. Spray type:** Dishes are neatly stacked in racks which slide into the machines where they are sprayed with hot water and detergents (48°C-60°C) from above and below. The rack then moves to the sterilization section where the dishes are subjected to a hot water shower (of 82°C). Dishes sterilized at this temperature dry quickly when passed out into the air.
**2. Brush type:** Dishes are scrubbed in hot detergent water (48°C-60°C with revolving brushes. Then they are rinsed and sterilized in another section of the machine.
**3. Agitator water machines:** In this method, baskets of dishes are immersed in deep tanks and cleaned by mechanical agitation in hot detergent water (48°C-60°C). The baskets are given a final hot water rinse for sanitization (82°C).
These machines are usually operated by two people, one to sort soiled items and feed the machine and the other to collect the clean ware.
It is important to follow the instructions of the manufacturer with regard to use and maintenance of the washing machine.
Great care should be taken while washing glassware. There is a wide range of glass washing machines available.

Used in larger establishments. Debris should be removed from the crockery before it is placed into the wire racks. The racks are then passed through the machine, the crockery being washed, rinsed and sterilized. Having passed through the machine the crockery is left to drain for two or three minutes and is then stacked and placed on shelves until required for further use.

**b) Silver room/ plate room-**

In larger establishments the silver room or the plate room, as it is sometimes known, is a separate service area controlled by the kitchen stewarding supervisor. They take care of all the silverwares and the china wares stored in the silver room and are also responsible for silver polishing. The silver room should hold the complete stock of silverware required by the different department to meet the day to day requirements along with a surplus stock in case of emergency.
While stacking, large silver ware, like salver, flat platter etc. should be stored on shelves. When stacking heavier items should go on the shelves lower down and smaller and lighter items on the shelves higher up to prevent accidents. Flatware and cutlery should be kept in drawers lined with baize cloth to prevent them from moving about in the drawer and getting scratched or marked.

**The burnishing machine**
 It consists of a revolving drum half filled with small ball bearings. It may be divided into compartments to bold silver articles of particular kinds. The silver to be cleaned is placed inside the drum, which is then half filled with water and a certain amount of special detergent and closed tightly. The machine is switched on and slowly rotated for about 10 minutes. As the drum revolves, the mixture of water and detergent acts as a lubricant between the silver and ball bearings and gently removes any tarnish on the silver without leaving any scratches. The silver should be thoroughly rinsed and dried manually after removing from the drum. The drum is lined with rubber to avoid any damage to the silver during the cleaning process.
This method is not suitable for cleaning forks and knives as the prongs of forks are not cleaned properly and continuous use may damage the cutting edge of knives.
 **The polivit method-**
The polivit plate, which is made of aluminium, is placed in a container together with washing soda. The silver to be cleaned is placed in such a way that at least one piece of silver is in contact with the polivit. Piping hot water is poured to cover the silver. Chemical action of soda and aluminium removes the tarnish. After a few minutes, the article is thoroughly rinsed in boiling water and wiped dry with a clean cloth.
This method is suitable for large pieces of silver such as salvers, trays, entree dishes, jugs, etc.
 **The plate powder–**
 Tins method is ideal for articles that cannot be cleaned by the above method,  Typical items cleaned by this method are cruets, toast rack, parts of trolley, etc. The articles to cleaned must be free from grease. Plate powder, winch is pink in colour, is mixed with spirit and sobbed over die surface of article to remove tarnish. If spirit is not available, water may be used, Once the paste has dried, it is rubbed with a clean piece of cloth. A small brush may be used remove the paste that may have lodged into the engravings. It is then rinsed well in hot water and dried with clean cloth. This method demands more time and labour. Readily available metal may be used to clean articles in the same way.
 **Silver dip-**
The silver to be cleaned is kept in a wire basket and immersed in the silver dip, which is a pink-coloured liquid. It is left in the solution for a very short period, removed, rinsed in warm water, and wiped dry with clean cloth. This method is quick but may damage the silver due to chemical reaction between silver and solution.

**Quick dip method-**
 This method is quick and simple to follow. Hot water, crushed aluminium foil, lemon juice, and salt are placed in a container and stirred. The tarnished silver is dipped in this solution for about 2-3 minutes. The chemical reaction removes the tarnish. Silver is removed, rinsed in hot water, and wiped dry.
Stainless steel is cleaned with a detergent product specially meant for it and treated with de-liming agent once a week to prevent build up of haze and film on the surface. It is a solution of low foam acid detergent designed to remove lime scale, iron stains, and other tough deposits of hard water.
The plate room is controlled by the head plate room man who is assisted by skilled and semi¬skilled staff.

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