

Qualification Pack



Multi-Cuisine Cook

QP Code: THC/Q3006

Version: 1.0

NSQF Level: 4

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THC/Q3006: Multi-Cuisine Cook

Brief Job Description

The individual at work cooks foods of different types and typically of regional flavours.

Personal Attributes

The job requires the individual to have good eye sight; knack for observational learning, attention to details, ability to work in typically hot and messy environment.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N3005: Arrange and manage food resources in the kitchen](#)
2. [THC/N3006: Cook variety of food](#)
3. [THC/N9901: Communicate with customer and colleagues](#)
4. [THC/N9902: Maintain customer-centric service orientation](#)
5. [THC/N9903: Maintain standard of etiquette and hospitable conduct](#)
6. [THC/N9904: Follow gender and age sensitive service practices](#)
7. [THC/N9905: Maintain IPR of organisation and customer](#)
8. [THC/N9906: Maintain health and hygiene](#)
9. [THC/N9907: Maintain safety at workplace](#)
10. [THC/N9909: Learn a foreign or local language\(s\) including English](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Roadside Eateries
Country	India

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NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2004/NIL
Minimum Educational Qualification & Experience	5th Class
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	24/04/2015
Next Review Date	31/03/2022
NSQC Approval Date	28/09/2015
Version	1.0
Reference code on NQR	2015/TH/THC/01398
NQR Version	1.0

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THC/N3005: Arrange and manage food resources in the kitchen

Description

This OS unit is about arranging for, storing and managing the food resources in the kitchen for uninterrupted operations.

Scope

This unit/task covers the following:

- Arrange food resources
- Maintain inventory control
- Ensure efficient use of resources

Elements and Performance Criteria

Arranging for food resources

To be competent, the user/individual on the job must be able to:

- PC1.** estimate the requirements of variety of resources for kitchen operations with the assistance of kitchen helper
- PC2.** estimate the quantity of various resources required for smooth kitchen operations
- PC3.** provide the specifications for kitchen provisions, supplies and daily perishable consumables to the proprietor of the eatery
- PC4.** receive the deliveries of kitchen provisions, supplies and daily perishable consumables from suppliers
- PC5.** check that received food items; supplies and materials are undamaged and then tally them with the order placed
- PC6.** instruct kitchen helper to unload the supplies and sort them for proper storage

Maintaining inventory control

To be competent, the user/individual on the job must be able to:

- PC7.** keep track of the quantities of supplies used on day-to-day basis
- PC8.** follow stock rotation procedures to avoid wastage of raw materials
- PC9.** inform proprietor about the inventory status and help in re-ordering of materials
- PC10.** keep track of the fuel consumptions and report to proprietor to decide about re-ordering
- PC11.** ensure adequate availability of resources for uninterrupted kitchen operations
- PC12.** ensure that inventory records of all the items are kept up-to-date for the ease of the monitoring

Ensuring efficient use of resources

To be competent, the user/individual on the job must be able to:

- PC13.** follow manufacturers guidelines to ensure that kitchen equipment is working at the correct settings
- PC14.** ensure that cooking fuel does not get wasted because of faulty burners or cooking practices

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- PC15.** ensure that there is no wastage of water, electricity, kitchen provision, supplies and perishable materials in the kitchen
- PC16.** report any equipment faults or potential wastage to the proprietor for immediate repair

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to employees, service provision and performance conditions
- KU2.** relevant occupational health and safety requirements applicable in the work place
- KU3.** what are the standard protocols related to purchase of materials, selection of vendors, minimum inventory, food storage, safety and quality standards
- KU4.** what records to be kept and to whom they need to be passed
- KU5.** organization culture and typical customer profile
- KU6.** organization policy on documentation, reporting, etc
- KU7.** sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU8.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU9.** about variety of provisions, condiments, ingredients, kitchen materials, perishable and non-perishable supplies used in the kitchen for cooking
- KU10.** about variety of equipment used for cooking food in the kitchen
- KU11.** about specifications of variety of resources used in the kitchen
- KU12.** about precautions to be taken for food handling, storing and preparing
- KU13.** about effective inventory control practices in the kitchen
- KU14.** about how to use all the resources effectively in the kitchen and avoid the wastage
- KU15.** how to safely dispose of food that is beyond its 'use-by date'

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read manufacturers instructions and other product related information printed on cartons / packing material
- GS2.** Create format for keeping the item wise record of the inventory
- GS3.** write the list of resources and their quantity required for kitchen operations
- GS4.** communicate effectively with proprietor and kitchen staff
- GS5.** provide accurate and up-to-date information in a way that is suitable for the people receiving it
- GS6.** communicate with people in respectful form and manner
- GS7.** type of situations which require to be tackled by the individual or need to pass on to the proprietor
- GS8.** what sort of work decisions can be taken by the individual within the job responsibilities

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- GS9.** how to plan effective methods of monitoring the kitchen staff
- GS10.** how to prioritize work activities to make best use of time and resources
- GS11.** take responsibility for own work outcomes
- GS12.** time management and adhering to work timings, and other organizational policies
- GS13.** manage distractions to be disciplined at work
- GS14.** develop a rapport with proprietor and customer
- GS15.** listen carefully and interpret their requirement
- GS16.** suggest customer on picking up dishes
- GS17.** importance of personal grooming
- GS18.** significance of etiquette during conversation with customer
- GS19.** importance of being patient and courteous with the customer
- GS20.** to estimate the quantity of resources like kitchen provisions, supplies and other raw materials required for uninterrupted kitchen operations
- GS21.** to estimate the time taken to complete a work
- GS22.** calculate the material quantity based on the consumption rate calculate the cost of the dish
- GS23.** learn to prepare new dishes from various sources such as magazines, food shows on television, etc
- GS24.** seek to improve and modify own work practices

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Arranging for foodresources</i>	5.5	12	-	-
PC1. estimate the requirements of variety of resources for kitchen operations with the assistance of kitchen helper	1.5	1.5	-	-
PC2. estimate the quantity of various resources required for smooth kitchen operations	1	2	-	-
PC3. provide the specifications for kitchen provisions, supplies and daily perishable consumables to the proprietor of the eatery	0.5	3	-	-
PC4. receive the deliveries of kitchen provisions, supplies and daily perishable consumables from suppliers	1	2	-	-
PC5. check that received food items; supplies and materials are undamaged and then tally them with the order placed	0.5	2.5	-	-
PC6. instruct kitchen helper to unload the supplies and sort them for proper storage	1	1	-	-
<i>Maintaininginventory control</i>	8.5	14	-	-
PC7. keep track of the quantities of supplies used on day-to-day basis	1.5	2.5	-	-
PC8. follow stock rotation procedures to avoid wastage of raw materials	1.5	2.5	-	-
PC9. inform proprietor about the inventory status and help in re-ordering of materials	1.5	2.5	-	-
PC10. keep track of the fuel consumptions and report to proprietor to decide about re-ordering	1.5	2.5	-	-
PC11. ensure adequate availability of resources for uninterrupted kitchen operations	1.5	2.5	-	-
PC12. ensure that inventory records of all the items are kept up-to-date for the ease of the monitoring	1	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensuring efficient use of resources</i>	4	6	-	-
PC13. follow manufacturers guidelines to ensure that kitchen equipment is working at the correct settings	1	1.5	-	-
PC14. ensure that cooking fuel does not get wasted because of faulty burners or cooking practices	1	1.5	-	-
PC15. ensure that there is no wastage of water, electricity, kitchen provision, supplies and perishable materials in the kitchen	1	1.5	-	-
PC16. report any equipment faults or potential wastage to the proprietor for immediate repair	1	1.5	-	-
NOS Total	18	32	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N3005
NOS Name	Arrange and manage food resources in the kitchen
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Roadside Eateries
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/04/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/09/2015

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THC/N3006: Cook variety of food

Description

This OS unit is about cooking variety of foods as per the eaterys menu.

Scope

This unit/task covers the following:

- Direct kitchen helper for initial preparation
- Cook vegetarian and non
- vegetarian food items
- Customize food items as per consumer's requirements
- Expedite and ensure quality control

Elements and Performance Criteria

Directing kitchenhelper for initialpreparation

To be competent, the user/individual on the job must be able to:

- PC1.** direct kitchen helper to do the basic preparatory work like washing; peeling; chopping; cutting of vegetables, grinding spices etc
- PC2.** instruct kitchen helper to store semi-cooked food in containers / in the fridge or freezer
- PC3.** inform kitchen helper about what all is required at the workstation to prepare variety of food items

Cooking vegetarianand non- vegetarianfood items

To be competent, the user/individual on the job must be able to:

- PC4.** ensure that food preparation areas and equipment are clean, hygienic and ready for use
- PC5.** select raw items; provisions; supplies and / or semi-cooked food as per food item to be cooked
- PC6.** cook vegetables by boiling; frying; grilling; microwaving and ensure that they are served at correct temperature
- PC7.** cook variety of vegetarian and non- vegetarian North Indian, South Indian, Chinese food items
- PC8.** safely store any cooked vegetables not for immediate use
- PC9.** clear the area and deal correctly with the equipment used after service
- PC10.** ensure food is arranged correctly prior to service
- PC11.** use cooking and finishing techniques that meet the customers requirements

Customizing fooditems as perconsumersrequirements

To be competent, the user/individual on the job must be able to:

- PC12.** make changes in the food items as per consumers requirements
- PC13.** suggest consumers some changes to enhance their taste

Expediting andensuring qualitycontrol

To be competent, the user/individual on the job must be able to:

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- PC14.** ensure that all the food orders are delivered to respective consumers within proprietor set time
- PC15.** ensure that different courses of food are delivered to consumer at set pace and order
- PC16.** ensure the quality of food items delivered to consumers such as the appropriate temperature, consistency, presentation etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organizations client management policies
- KU3.** organization culture and typical customer profile
- KU4.** companys code of conduct
- KU5.** sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU6.** organization quality and hygiene standards policy
- KU7.** material movement, storage and material return policy
- KU8.** how the design kitchen operations in most effective and efficient ways under the given infrastructure
- KU9.** how to ensure the quality of food preparation and kitchen operations
- KU10.** how to carry out the required initial food preparation, cooking and finishing
- KU11.** how to use and prepare equipment for food preparation
- KU12.** how to store food items correctly
- KU13.** how to store frozen and unfrozen vegetables before cooking
- KU14.** what to look for in vegetables before cooking: frozen, pre-cooked or fresh
- KU15.** which tools and equipment should be used for boiling, frying, grilling, microwaving cooking methods
- KU16.** how to carry out boiling, frying, grilling, microwaving cooking methods correctly
- KU17.** how to store vegetables that are not for immediate use
- KU18.** what quality points are appropriate to the different dishes on offer

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read manufacturers instructions and other product related information printed on cartons / packing material
- GS2.** write the recipe of variety of vegetarian and non- vegetarian dishes from magazines or while watching food shows on television
- GS3.** communicate effectively with proprietor and kitchen staff

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- GS4.** provide accurate and up-to-date information in a way that is suitable for the people receiving it
- GS5.** communicate with people in respectful form and manner
- GS6.** type of situations which require to be tackled by the individual or need to pass on to the proprietor
- GS7.** what sort of work decisions can be taken by the individual within the job responsibilities
- GS8.** how to plan effective methods of monitoring the kitchen staff
- GS9.** how to prioritize work activities to make best use of time and resources
- GS10.** take responsibility for own work outcomes
- GS11.** time management and adhering to work timings, and other organizational policies
- GS12.** manage distractions to be disciplined at work
- GS13.** develop a rapport with proprietor and customer
- GS14.** listen carefully and interpret their requirement
- GS15.** suggest customer on picking up dishes
- GS16.** importance of personal grooming
- GS17.** significance of etiquette during conversation with customer
- GS18.** importance of being patient and courteous with the customer
- GS19.** how to solve conflicts among kitchen staff or with the consumer amicably
- GS20.** how to deal with the dis-satisfaction of the consumer
- GS21.** analyze the quality of kitchen provisions, supplies and other raw materials
- GS22.** analyze the taste of dish and make changes, if need be, as per consumers requirements
- GS23.** learn preparing new dishes from various sources like magazines, food shows on television etc.
- GS24.** seek to improve and modify own work practices

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Directing kitchenhelper for initialpreparation</i>	3	6.5	-	-
PC1. direct kitchen helper to do the basic preparatory work like washing; peeling; chopping; cutting of vegetables, grinding spices etc	1	2	-	-
PC2. instruct kitchen helper to store semi-cooked food in containers / in the fridge or freezer	1.5	1.5	-	-
PC3. inform kitchen helper about what all is required at the workstation to prepare variety of food items	0.5	3	-	-
<i>Cooking vegetarianand non- vegetarianfood items</i>	8	16.5	-	-
PC4. ensure that food preparation areas and equipment are clean, hygienic and ready for use	1	2.5	-	-
PC5. select raw items; provisions; supplies and / or semi-cooked food as per food item to be cooked	1	2.5	-	-
PC6. cook vegetables by boiling; frying; grilling; microwaving and ensure that they are served at correct temperature	1	2.5	-	-
PC7. cook variety of vegetarian and non-vegetarian North Indian, South Indian, Chinese food items	1	2.5	-	-
PC8. safely store any cooked vegetables not for immediate use	1	1.5	-	-
PC9. clear the area and deal correctly with the equipment used after service	1	1.5	-	-
PC10. ensure food is arranged correctly prior to service	1	1.5	-	-
PC11. use cooking and finishing techniques that meet the customers requirements	1	2	-	-
<i>Customizing fooditems as perconsumersrequirements</i>	2	4.5	-	-
PC12. make changes in the food items as per consumers requirements	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. suggest consumers some changes to enhance their taste	1	2.5	-	-
<i>Expediting and ensuring quality control</i>	3	6.5	-	-
PC14. ensure that all the food orders are delivered to respective consumers within proprietor set time	1	2.5	-	-
PC15. ensure that different courses of food are delivered to consumer at set pace and order	1	2	-	-
PC16. ensure the quality of food items delivered to consumers such as the appropriate temperature, consistency, presentation etc	1	2	-	-
NOS Total	16	34	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N3006
NOS Name	Cook variety of food
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Roadside Eateries
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/04/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/09/2015

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THC/N9901: Communicate with customer and colleagues

Description

This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow

Scope

This unit/task covers the following:

- Interact with superior
- Communicate with colleagues
- Communicate effectively with customers

Elements and Performance Criteria

Interacting with superior

To be competent, the user/individual on the job must be able to:

- PC1.** receive job order and instructions from reporting superior
- PC2.** understand the work output requirements, targets, performance indicators and incentives
- PC3.** deliver quality work on time and report any anticipated reasons for delays
- PC4.** escalate unresolved problems or complaints to the relevant senior
- PC5.** communicate maintenance and repair schedule proactively to the superior
- PC6.** receive feedback on work standards
- PC7.** document the completed work schedule and handover to the superior

Communicating with colleagues

To be competent, the user/individual on the job must be able to:

- PC8.** exhibit trust, support and respect to all the colleagues in the workplace
- PC9.** aim to achieve smooth workflow
- PC10.** help and assist colleagues with information and knowledge
- PC11.** seek assistance from the colleagues when required
- PC12.** identify the potential and existing conflicts with the colleagues and resolve
- PC13.** pass on essential information to other colleagues on timely basis
- PC14.** maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues
- PC15.** interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work
- PC16.** put team over individual goals and multi task or share work where necessary supporting the colleagues
- PC17.** highlight any errors of colleagues, help to rectify and ensure quality output
- PC18.** work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance

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Communicating effectively with customers

To be competent, the user/individual on the job must be able to:

- PC19.** ask more questions to the customers and identify their needs
- PC20.** possess strong knowledge on the product, services and market
- PC21.** brief the customers clearly
- PC22.** communicate with the customers in a polite, professional and friendly manner
- PC23.** build effective but impersonal relationship with the customers
- PC24.** ensure the appropriate language and tone are used to the customers
- PC25.** listen actively in a two way communication
- PC26.** be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc
- PC27.** understand the customer expectations correctly and provide the appropriate products and services
- PC28.** understand the customer dissatisfaction and address to their complaints effectively
- PC29.** maintain a positive, sensible and cooperative manner all time
- PC30.** ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers
- PC31.** avoid interrupting the customers while they talk
- PC32.** ensure to avoid negative questions and statements to the customers
- PC33.** inform the customers on any issues or problems before hand and also on the developments involving them
- PC34.** ensure to respond back to the customer immediately for their voice messages, e-mails, etc
- PC35.** develop good rapport with the customers and promote suitable products and services
- PC36.** seek feedback from the customers on their understanding to what was discussed
- PC37.** explain the terms and conditions clearly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on personnel management, effective team work at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** methods for effective communication with various categories of people and the different departments in the organization
- KU7.** significance of team coordination and productivity targets of the organisation
- KU8.** how to record the job activity as required on various types of documents?
- KU9.** how to use computer or smartphone to communicate effectively and productively
- KU10.** significance of helping colleagues with specific issues and problems
- KU11.** importance of meeting quality and time standards as a team

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- KU12.** how to practice effective listening
- KU13.** communicate effectively with customers
- KU14.** effective use of voice tone and pitch for communication
- KU15.** how to demonstrate ethics and convey discipline to the customers?
- KU16.** how to build effective working relationship with mutual trust and respect
- KU17.** importance of dealing with grievances effectively and in time

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, company policy documents and information displayed at the workplace
- GS2.** read notes/comments from the supervisor
- GS3.** fill up documentation pertaining to job requirement
- GS4.** interact with team members to work efficiently
- GS5.** communicate effectively with superior to achieve smooth workflow
- GS6.** communicate effectively with the customers to build a good rapport with them
- GS7.** use language that the customer or colleague understands
- GS8.** use the communications systems of the company, e.g., telephone, fax, public announcement systems
- GS9.** E-mail and use Internet for communicating
- GS10.** use of audio-visual aids to communicate complex issues
- GS11.** spot and communicate potential areas of disruptions to work process and report the same
- GS12.** report to supervisor and deal with a colleague individually, depending on the type of concern
- GS13.** coordinate with different departments and multi-task as necessary
- GS14.** contribute to quality of team work and achieve smooth workflow
- GS15.** share work load as required
- GS16.** delegate work in consultation with superior or as necessary instead of allowing work to pile up
- GS17.** improve work processes by interacting with others and adopting best practices
- GS18.** resolve recurring inter-personal conflicts

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with superior</i>	3.5	1.5	-	-
PC1. receive job order and instructions from reporting superior	0.5	0.5	-	-
PC2. understand the work output requirements, targets, performance indicators and incentives	0.5	-	-	-
PC3. deliver quality work on time and report any anticipated reasons for delays	0.5	-	-	-
PC4. escalate unresolved problems or complaints to the relevant senior	0.5	-	-	-
PC5. communicate maintenance and repair schedule proactively to the superior	0.5	-	-	-
PC6. receive feedback on work standards	0.5	0.5	-	-
PC7. document the completed work schedule and handover to the superior	0.5	0.5	-	-
<i>Communicating with colleagues</i>	5.5	9.5	-	-
PC8. exhibit trust, support and respect to all the colleagues in the workplace	0.5	1	-	-
PC9. aim to achieve smooth workflow	0.5	1	-	-
PC10. help and assist colleagues with information and knowledge	0.5	0.5	-	-
PC11. seek assistance from the colleagues when required	0.5	0.5	-	-
PC12. identify the potential and existing conflicts with the colleagues and resolve	0.5	1	-	-
PC13. pass on essential information to other colleagues on timely basis	0.5	1	-	-
PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work	0.5	1	-	-
PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues	0.5	1	-	-
PC17. highlight any errors of colleagues, help to rectify and ensure quality output	0.5	1	-	-
PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance	0.5	0.5	-	-
<i>Communicating effectively with customers</i>	9.5	20	-	-
PC19. ask more questions to the customers and identify their needs	0.5	0.5	-	-
PC20. possess strong knowledge on the product, services and market	0.5	-	-	-
PC21. brief the customers clearly	0.5	-	-	-
PC22. communicate with the customers in a polite, professional and friendly manner	0.5	1	-	-
PC23. build effective but impersonal relationship with the customers	0.5	1	-	-
PC24. ensure the appropriate language and tone are used to the customers	0.5	1	-	-
PC25. listen actively in a two way communication	0.5	1	-	-
PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc	0.5	1	-	-
PC27. understand the customer expectations correctly and provide the appropriate products and services	0.5	1	-	-
PC28. understand the customer dissatisfaction and address to their complaints effectively	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. maintain a positive, sensible and cooperative manner all time	0.5	1	-	-
PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers	0.5	1.5	-	-
PC31. avoid interrupting the customers while they talk	0.5	0.5	-	-
PC32. ensure to avoid negative questions and statements to the customers	0.5	0.5	-	-
PC33. inform the customers on any issues or problems before hand and also on the developments involving them	0.5	1.5	-	-
PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc	0.5	1.5	-	-
PC35. develop good rapport with the customers and promote suitable products and services	0.5	1.5	-	-
PC36. seek feedback from the customers on their understanding to what was discussed	0.5	1.5	-	-
PC37. explain the terms and conditions clearly	0.5	2.5	-	-
NOS Total	18.5	31	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate with customer and colleagues
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9902: Maintain customer-centric service orientation

Description

This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction

Scope

This unit/task covers the following:

- Engage with customers to understand their service quality requirements
- Achieve customer satisfaction
- Fulfil customer requirement

Elements and Performance Criteria

Engaging with customers for assessing service quality requirements

To be competent, the user/individual on the job must be able to:

- PC1.** keep in mind the profiles of expected customers
- PC2.** understand the target customers and their needs as defined by the company
- PC3.** organize regular customer events and feedback session frequently
- PC4.** build a good rapport with the customers including the ones who complain
- PC5.** have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc
- PC6.** receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc
- PC7.** compulsively seek customer rating of service to help develop a set of regularly improved procedures
- PC8.** ingrain customer oriented behaviour in service at all level
- PC9.** aim to gain their long lasting loyalty and satisfaction
- PC10.** engage with customers on without intruding on privacy

Achieving customer satisfaction

To be competent, the user/individual on the job must be able to:

- PC11.** ensure clarity, honesty and transparency with the customers
- PC12.** treat the customers fairly and with due respect
- PC13.** focus on executing company's marketing strategies and product development
- PC14.** focus on enhancing brand value of company through customer satisfaction

Fulfilling customer requirement

To be competent, the user/individual on the job must be able to:

- PC15.** ensure that customer expectations are met
- PC16.** learn to read customer's needs and wants
- PC17.** willingly accept and implement new and innovative products and services that help improve customer satisfaction

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- PC18.** communicate feedback of customer to senior, especially, the negative feedback
- PC19.** maintain close contact with the customers and focus groups
- PC20.** offer promotions to improve product satisfaction level to the customers periodically
- PC21.** weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on customer centric orientation behaviour at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** treating the customers with respect and in a friendly and professional way
- KU7.** gaining customer satisfaction
- KU8.** methods of engaging with the customers
- KU9.** ways to improving companys customer satisfaction rating
- KU10.** companys and prevailing market standards of customer satisfaction
- KU11.** standard operating procedure (sop) and common unscheduled requests
- KU12.** the significance of being transparent and courteous under all circumstances involving customer interaction without losing composure

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, company policy documents and information displayed at the workplace
- GS2.** read notes/comments from the supervisor
- GS3.** fill up documentation pertaining to ones role in customer satisfaction
- GS4.** interact with team members to work efficiently
- GS5.** communicate effectively with customers
- GS6.** engage with customer to understand their expectations
- GS7.** company standards and effectiveness improvements pattern
- GS8.** resolve customers concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague
- GS9.** use the communications systems of the company, e
- GS10.** E-mail and use Internet for communicating
- GS11.** use of audio-visual aids to communicate complex issues
- GS12.** how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth

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- GS13.** how to address the complaints and handle the dissatisfied the customers
- GS14.** coordinate with different departments in order to service the customer better
- GS15.** contribute to quality of team work and achieve smooth workflow
- GS16.** share work load as required
- GS17.** improve work processes by interacting with customers and adopting best practices
- GS18.** resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service
- GS19.** act upon constructively on any problems as pointed by customers
- GS20.** handle personality clashes effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Engaging with customers for assessing service quality requirements</i>	4.5	19	-	-
PC1. keep in mind the profiles of expected customers	0.5	2	-	-
PC2. understand the target customers and their needs as defined by the company	0.5	1	-	-
PC3. organize regular customer events and feedback session frequently	0.5	2	-	-
PC4. build a good rapport with the customers including the ones who complain	0.5	2	-	-
PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc	0.5	2	-	-
PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc	0.5	2	-	-
PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures	0.5	2	-	-
PC8. ingrain customer oriented behaviour in service at all level	0.5	2	-	-
PC9. aim to gain their long lasting loyalty and satisfaction	0.5	2	-	-
PC10. engage with customers on without intruding on privacy	-	2	-	-
<i>Achieving customer satisfaction</i>	2	8	-	-
PC11. ensure clarity, honesty and transparency with the customers	0.5	2	-	-
PC12. treat the customers fairly and with due respect	0.5	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. focus on executing company's marketing strategies and product development	0.5	2	-	-
PC14. focus on enhancing brand value of company through customer satisfaction	0.5	2	-	-
<i>Fulfilling customer requirement</i>	3.5	13	-	-
PC15. ensure that customer expectations are met	0.5	2	-	-
PC16. learn to read customer's needs and wants	0.5	2	-	-
PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction	0.5	2	-	-
PC18. communicate feedback of customer to senior, especially, the negative feedback	0.5	2	-	-
PC19. maintain close contact with the customers and focus groups	0.5	1.5	-	-
PC20. offer promotions to improve product satisfaction level to the customers periodically	0.5	1.5	-	-
PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives	0.5	2	-	-
NOS Total	10	40	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Maintain customer-centric service orientation
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9903: Maintain standard of etiquette and hospitable conduct

Description

This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction

Scope

This unit/task covers the following:

- Follow behavioural, personal and telephone etiquettes
- Treat customers with high degree of respect and professionalism
- Achieve customer satisfaction

Elements and Performance Criteria

Following behavioural, personal and telephone etiquettes

To be competent, the user/individual on the job must be able to:

- PC1.** greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival
- PC2.** welcome the customers with a smile
- PC3.** ensure to maintain eye contact
- PC4.** address the customers in a respectable manner
- PC5.** do not eat or chew while talking
- PC6.** use their names as many times as possible during the conversation
- PC7.** ensure not to be too loud while talking
- PC8.** maintain fair and high standards of practice
- PC9.** ensure to offer transparent prices
- PC10.** maintain proper books of accounts for payment due and received
- PC11.** answer the telephone quickly and respond back to mails faster
- PC12.** ensure not to argue with the customer
- PC13.** listen attentively and answer back politely
- PC14.** maintain personal integrity and ethical behaviour
- PC15.** dress professionally
- PC16.** deliver positive attitude to work
- PC17.** maintain well groomed personality
- PC18.** achieve punctuality and body language
- PC19.** maintain the social and telephonic etiquette
- PC20.** provide small gifts as token of appreciation and thanks giving to the customer
- PC21.** use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism
- PC22.** demonstrate responsible and disciplined behaviours at the workplace

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PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict

Treating customers with high degree of respect and professionalism

To be competent, the user/individual on the job must be able to:

PC24. use appropriate titles and terms of respect to the customers

PC25. use polite language

PC26. maintain professionalism and procedures to handle customer grievances and complaints

PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility

PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette

PC29. provide special attention to the customer at all time

Achieving customer satisfaction

To be competent, the user/individual on the job must be able to:

PC30. achieve 100% customer satisfaction on a scale of standard

PC31. gain customer loyalty

PC32. enhance brand value of company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on behavioural etiquette and professionalism

KU2. companys HR policies

KU3. companys reporting structure

KU4. companys documentation policy

KU5. companys customer profile

KU6. the significance of professional, polite, etiquette

KU7. the reason for achieving customer satisfaction

KU8. procedural behavioural patterns framed by the organisation

KU9. methods for gaining customer satisfaction

KU10. standard operating procedure and service quality standards

KU11. measure of customer satisfaction

KU12. significance of brand enhancement via word-of-mouth

KU13. the hospitality and tourism environment

KU14. companys growth strategy and productivity targets

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. how to read job sheets, company policy documents and information displayed at the workplace

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- GS2.** how to read notes and comments from the supervisor or customer
- GS3.** how to fill up documentation pertaining to job requirement
- GS4.** how to interact with team members to work efficiently
- GS5.** how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette
- GS6.** how to avoid Self Reference Criterion effect while interacting with guests
- GS7.** how to spot and report potential areas of disruption to work process
- GS8.** how to address the complaints and handle dissatisfied customers
- GS9.** how to coordinate with different departments to achieve smooth workflow
- GS10.** contribution to quality of customer satisfaction via team work
- GS11.** how to share work load as required
- GS12.** how to improve work processes by interacting with customers
- GS13.** how to adopt suggested best practices
- GS14.** how to resolve recurring inter-personal conflicts
- GS15.** how to address or escalate recurring problems reported by customers
- GS16.** measure performance against companys standards
- GS17.** motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management
- GS18.** use the authority, power and politics issues to serve customer effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Following behavioural, personal and telephone etiquettes</i>	9.5	27.5	-	-
PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	-	0.5	-	-
PC2. welcome the customers with a smile	-	0.5	-	-
PC3. ensure to maintain eye contact	-	0.5	-	-
PC4. address the customers in a respectable manner	0.5	0.5	-	-
PC5. do not eat or chew while talking	-	0.5	-	-
PC6. use their names as many times as possible during the conversation	-	0.5	-	-
PC7. ensure not to be too loud while talking	-	0.5	-	-
PC8. maintain fair and high standards of practice	1	1.5	-	-
PC9. ensure to offer transparent prices	0.5	1.5	-	-
PC10. maintain proper books of accounts for payment due and received	0.5	1.5	-	-
PC11. answer the telephone quickly and respond back to mails faster	0.5	1.5	-	-
PC12. ensure not to argue with the customer	0.5	1.5	-	-
PC13. listen attentively and answer back politely	0.5	1.5	-	-
PC14. maintain personal integrity and ethical behaviour	1	1.5	-	-
PC15. dress professionally	0.5	1.5	-	-
PC16. deliver positive attitude to work	0.5	1.5	-	-
PC17. maintain well groomed personality	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC18. achieve punctuality and body language	0.5	1.5	-	-
PC19. maintain the social and telephonic etiquette	0.5	1.5	-	-
PC20. provide small gifts as token of appreciation and thanks giving to the customer	0.5	1.5	-	-
PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism	0.5	1.5	-	-
PC22. demonstrate responsible and disciplined behaviours at the workplace	0.5	1.5	-	-
PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	0.5	1.5	-	-
<i>Treating customers with high degree of respect and professionalism</i>	3	5	-	-
PC24. use appropriate titles and terms of respect to the customers	0.5	1.5	-	-
PC25. use polite language	0.5	0.5	-	-
PC26. maintain professionalism and procedures to handle customer grievances and complaints	0.5	1	-	-
PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility	0.5	0.5	-	-
PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette	0.5	0.5	-	-
PC29. provide special attention to the customer at all time	0.5	1	-	-
<i>Achieving customer satisfaction</i>	1.5	3.5	-	-
PC30. achieve 100% customer satisfaction on a scale of standard	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC31. gain customer loyalty	0.5	1	-	-
PC32. enhance brand value of company	0.5	1.5	-	-
NOS Total	14	36	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain standard of etiquette and hospitable conduct
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

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THC/N9904: Follow gender and age sensitive service practices

Description

This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times

Scope

This unit/task covers the following:

- Educate customer on specific facilities and services available for different categories of customers
- Provide gender and age specific services as per their unique and collective requirements
- Follow standard etiquette with women at workplace

Elements and Performance Criteria

Educating customer on specific facilities and services available

To be competent, the user/individual on the job must be able to:

- PC1.** educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them
- PC2.** inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff
- PC3.** list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance
- PC4.** inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline
- PC5.** provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc
- PC6.** maintain compliant behavioral etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc
- PC7.** ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment
- PC8.** ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties

Providing different age and gender specific customer service

To be competent, the user/individual on the job must be able to:

- PC9.** ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged
- PC10.** be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others
- PC11.** coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds

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- PC12.** provide entertainment programs and events suited for the children tourists
- PC13.** educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies
- PC14.** arrange for transport and equipment as required by senior citizens
- PC15.** ensure availability of medical facilities and doctor

Following standard etiquette with women at workplace

To be competent, the user/individual on the job must be able to:

- PC16.** treat women equally across both the horizontal as well as vertical segregation of roles in the workplace
- PC17.** ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc
- PC18.** involve women in the decision making processes and management professions
- PC19.** avoid specific discrimination and give women their due respect
- PC20.** motivate the women in the work place towards utilizing their skills
- PC21.** educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them
- PC22.** establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues
- PC23.** frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell
- PC24.** ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc
- PC25.** ensure safety and security of women at all levels

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on gender sensitive service practices at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** gender specific requirements of different types of customer
- KU7.** specific requirements of different age-groups of customers
- KU8.** safety measures and procedures available for female colleagues and customers
- KU9.** how to educate female customers and colleagues on available facilities so that they feel safe and secure
- KU10.** helpline numbers
- KU11.** process of handling and reporting abuse
- KU12.** how to be vigilant for breach of safety at smallest level?
- KU13.** how to maintain customers and colleagues safety without making the environment threatening?

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KU14. different types of potential security threats to domestic and international tourists

KU15. standard procedures to be followed in the event of terrorist attack

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read job sheets, company policy documents and information displayed at the workplace

GS2. read notes/comments from the supervisor

GS3. fill up documentation pertaining to safety maintenance requirements

GS4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette

GS5. communicate with the women at workplace and the customers with respect

GS6. decide on the methods to protect and safeguard the security of women in the workplace and the clientele

GS7. address the complaints and handle dissatisfied customers

GS8. coordinate with different departments and work as team

GS9. contribute to quality of team work and achieve smooth workflow

GS10. share work load as required

GS11. improve work processes by interacting with customers and adopting best practices

GS12. resolve recurring problems based on the complaints received from women customers and at the workplace

GS13. different acceptable standards of behaviour in different cultures and societies to which customers belong

GS14. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards

GS15. how to avoid negative behaviours accepted by peer groups that may affect work environment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Educating customer on specific facilities and services available</i>	6.5	7.5	-	-
PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	1.5	-	-	-
PC2. inform about companys policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff	1.5	-	-	-
PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity relatetd and other grievance	1	-	-	-
PC4. inform about methods adopted to ensure safety andpersonal and baggage security of women, e.g., CCTV cameras, security guards, womens helpline	0.5	1.5	-	-
PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc	0.5	1.5	-	-
PC6. maintain compliant behavioral etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc	0.5	1.5	-	-
PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment	0.5	1.5	-	-
PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties	0.5	1.5	-	-
<i>Providing different age and gender specific customer service</i>	3.5	12.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged	0.5	1.5	-	-
PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others	0.5	2.5	-	-
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds	0.5	2.5	-	-
PC12. provide entertainment programs and events suited for the children tourists	0.5	1.5	-	-
PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies	0.5	1.5	-	-
PC14. arrange for transport and equipment as required by senior citizens	0.5	1.5	-	-
PC15. ensure availability of medical facilities and doctor	0.5	1.5	-	-
<i>Following standard etiquette with women at workplace</i>	5	15	-	-
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace	0.5	1.5	-	-
PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc	0.5	1.5	-	-
PC18. involve women in the decision making processes and management professions	0.5	1.5	-	-
PC19. avoid specific discrimination and give women their due respect	0.5	1.5	-	-
PC20. motivate the women in the work place towards utilizing their skills	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	0.5	1.5	-	-
PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues	0.5	1.5	-	-
PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell	0.5	1.5	-	-
PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc	0.5	1.5	-	-
PC25. ensure safety and security of women at all levels	0.5	1.5	-	-
NOS Total	15	35	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9904
NOS Name	Follow gender and age sensitive service practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9905: Maintain IPR of organisation and customer

Description

This OS unit is about securing intellectual property rights of the company and respecting customers copyright

Scope

This unit/task covers the following:

- Secure company's IPR
- Respect customers copyright

Elements and Performance Criteria

Securing companys IPR

To be competent, the user/individual on the job must be able to:

- PC1.** prevent leak of new plans and designs to competitors by reporting on time
- PC2.** be aware of any of companys product or design patents
- PC3.** report IPR violations observed in the market, to supervisor or company head

Respecting customers copyright

To be competent, the user/individual on the job must be able to:

- PC4.** read copyright clause of the material published on the internet and any other printed material
- PC5.** protect infringement upon customers business or design plans
- PC6.** consult supervisor or senior management when in doubt about using information available from customer
- PC7.** report any infringement observed by anyone in the company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on intellectual property rights and infrigment reporting policy
- KU2.** companys HR policies
- KU3.** companys Human Resource policies
- KU4.** companys reporting structure
- KU5.** companys documentation policy
- KU6.** companys customer profile
- KU7.** patents and IPR laws
- KU8.** how IPR protection is important for competitiveness of a company
- KU9.** significance of damages resulting from IPR infringement
- KU10.** industrial and political espiona

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Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, company policy documents and information displayed at the workplace
- GS2.** read notes/comments from the supervisor
- GS3.** fill up documentation pertaining to ones role in protecting IPR infringement
- GS4.** interact with team members to work efficiently
- GS5.** communicate effectively with the customers about IPR protection and building trust
- GS6.** identify IPR related issues
- GS7.** prevent information leakages
- GS8.** avoid being caught up in copyright issues
- GS9.** basics of what constitutes IPR violations under WTO agreement
- GS10.** penalties to company or individual on evidence of IPR violations
- GS11.** likely effect of IPR violation on customer
- GS12.** improve work IPR related safety and adopting best practices
- GS13.** resolve conflicts related to IPR by reporting in time

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Securing companys IPR</i>	14	8	-	-
PC1. prevent leak of new plans and designs to competitors by reporting on time	3.5	4	-	-
PC2. be aware of any of companys product or design patents	7	-	-	-
PC3. report IPR violations observed in the market, to supervisor or company head	3.5	4	-	-
<i>Respecting customers copyright</i>	13.5	14.5	-	-
PC4. read copyright clause of the material published on the internet and any other printed material	3	4	-	-
PC5. protect infringement upon customers business or design plans	3.5	3.5	-	-
PC6. consult supervisor or senior management when in doubt about using information available from customer	3.5	3.5	-	-
PC7. report any infringement observed by anyone in the company	3.5	3.5	-	-
NOS Total	27.5	22.5	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9905
NOS Name	Maintain IPR of organisation and customer
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	26/03/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9906: Maintain health and hygiene

Description

This OS unit is about maintaining hygiene and community health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centers

Scope

This unit/task covers the following:

- Ensure cleanliness around workplace in hospitality and tourist areas
- Follow personal hygiene practices
- Take precautionary health measures

Elements and Performance Criteria

Ensuring cleanliness around workplace

To be competent, the user/individual on the job must be able to:

- PC1.** keep the workplace regularly clean and cleared-off of food waste or other litter
- PC2.** ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal
- PC3.** ensure that the trash cans or waste collection points are cleared everyday
- PC4.** arrange for regular pest control activities at the workplace
- PC5.** to maintain records for cleanliness and maintenance schedule
- PC6.** ensure the workplace is well ventilated with fresh air supply
- PC7.** check the air conditioner and other mechanical systems on a regular basis and maintain them well
- PC8.** ensure the workplace is provided with sufficient lighting
- PC9.** ensure clean work environment where food is stored, prepared, displayed and served
- PC10.** ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc
- PC11.** identify and report poor organizational practices with respect to hygiene, food handling, cleaning
- PC12.** ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids
- PC13.** ensure to clean the store areas with appropriate materials and procedures
- PC14.** identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal

Following personal hygiene practices

To be competent, the user/individual on the job must be able to:

- PC15.** wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc

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- PC16.** ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc
- PC17.** wash the cups, glasses or other cutlery clean before and after using them
- PC18.** ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc
- PC19.** ensure to maintain dental hygiene in terms of brushing teeth every day, using mouthwash regularly, using mouth freshener after eating, avoiding smoke at workplace, etc
- PC20.** ensure no cross contaminations of items such as linen, towels, utensils, etc

Taking precautionary health measures

To be competent, the user/individual on the job must be able to:

- PC21.** report on personal health issues related to injury, food, air and infectious diseases
- PC22.** ensure not to go for work if unwell, to avoid the risk of being spread to other people
- PC23.** use a tissue, cover the mouth and turn away from people while sneezing or coughing
- PC24.** wash hands on using these tissues after coughing and sneezing and after using the wastes
- PC25.** ensure to use single use tissue and dispose these tissues immediately
- PC26.** coordinate for the provision of adequate clean drinking water
- PC27.** ensure to get appropriate vaccines regularly
- PC28.** avoid serving adulterated or contaminated food
- PC29.** undergo preventive health checkups at regular intervals
- PC30.** take prompt treatment from the doctor in case of illness
- PC31.** have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on health and hygiene at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000
- KU7.** health risks to the worker or customer
- KU8.** healthy work practices
- KU9.** equipment and hand swab tests
- KU10.** internal hygiene-audit tests
- KU11.** personal protective equipment to be worn and care
- KU12.** purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working
- KU13.** acceptable ventilation standards
- KU14.** technical layout standards and placements of equipment

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- KU15.** safe disposal methods for waste
- KU16.** compliance norms for established health and hygiene procedures at workplace
- KU17.** safe handling of chemicals
- KU18.** standard material handling procedure
- KU19.** standard operating procedure (SOP) for maintaining cleanliness and checklists
- KU20.** precautionary rules to follow for maintaining health and hygiene
- KU21.** municipal or community rules for handling and disposing-off waste

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices
- GS2.** understand internationally or nationally accepted signage related to hygiene and health
- GS3.** read job sheets, company policy documents and information displayed at the workplace
- GS4.** read notes or comments from the supervisor or customer
- GS5.** fill up any documentation required to maintain health and hygiene
- GS6.** fill up any documentation required to maintain health and hygiene
- GS7.** receive instructions from doctor and supervisor on medical care
- GS8.** verbally report hygiene hazards and poor organisational practice
- GS9.** how to select appropriate hand tools and personal protection equipment
- GS10.** how to select the cleaning procedures and effective hygiene practices as required
- GS11.** how to use the acids, detergents, lubricants, etc for cleaning
- GS12.** how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensuring cleanliness around workplace</i>	7	14	-	-
PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	0.5	1	-	-
PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal	0.5	1	-	-
PC3. ensure that the trash cans or waste collection points are cleared everyday	0.5	1	-	-
PC4. arrange for regular pest control activities at the workplace	0.5	1	-	-
PC5. to maintain records for cleanliness and maintenance schedule	0.5	1	-	-
PC6. ensure the workplace is well ventilated with fresh air supply	0.5	1	-	-
PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well	0.5	1	-	-
PC8. ensure the workplace is provided with sufficient lighting	0.5	1	-	-
PC9. ensure clean work environment where food is stored, prepared, displayed and served	0.5	1	-	-
PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc	0.5	1	-	-
PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning	0.5	1	-	-
PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids	0.5	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure to clean the store areas with appropriate materials and procedures	0.5	1	-	-
PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal	0.5	1	-	-
<i>Following personal hygiene practices</i>	3	6.5	-	-
PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc	0.5	1.5	-	-
PC16. ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc	0.5	1	-	-
PC17. wash the cups, glasses or other cutlery clean before and after using them	0.5	1	-	-
PC18. ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc	0.5	1	-	-
PC19. ensure to maintain dental hygiene in terms of brushing teeth every day, using mouthwash regularly, using mouth freshener after eating, avoiding smoke at workplace, etc	0.5	1	-	-
PC20. ensure no cross contaminations of items such as linen, towels, utensils, etc	0.5	1	-	-
<i>Taking precautionary health measures</i>	5.5	14	-	-
PC21. report on personal health issues related to injury, food, air and infectious diseases	0.5	1	-	-
PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people	0.5	1	-	-
PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing	0.5	1.5	-	-
PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. ensure to use single use tissue and dispose these tissues immediately	0.5	1.5	-	-
PC26. coordinate for the provision of adequate clean drinking water	0.5	1.5	-	-
PC27. ensure to get appropriate vaccines regularly	0.5	1.5	-	-
PC28. avoid serving adulterated or contaminated food	0.5	1.5	-	-
PC29. undergo preventive health checkups at regular intervals	0.5	1.5	-	-
PC30. take prompt treatment from the doctor in case of illness	0.5	1	-	-
PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community	0.5	0.5	-	-
NOS Total	15.5	34.5	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Maintain health and hygiene
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9907: Maintain safety at workplace

Description

This OS unit is about following workplace safety standards to have a hazard-free environment and avoid downtime because of disruption from personal injuries and hazardous system failures

Scope

This unit/task covers the following:

- Take precautionary measures to avoid work hazards
- Follow standard safety procedure
- Use safety tools or personal protective equipment
- Achieve safety standards

Elements and Performance Criteria

Taking precautionary measures to avoid work hazards

To be competent, the user/individual on the job must be able to:

- PC1.** assess the various work hazards
- PC2.** take necessary steps to eliminate or minimize them
- PC3.** suggest methods to improve the existing safety procedures at the workplace
- PC4.** analyze the causes of accidents at the workplace
- PC5.** suggest measures to prevent such accidents from taking place
- PC6.** take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc

Following standard safety procedure

To be competent, the user/individual on the job must be able to:

- PC7.** be aware of the locations of fire extinguishers, emergency exits, etc
- PC8.** practice correct emergency procedures
- PC9.** check and review the storage areas frequently
- PC10.** stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas
- PC11.** ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc
- PC12.** store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch
- PC13.** ensure safe techniques while moving furniture and fixtures
- PC14.** ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools
- PC15.** read the manufacturers manual carefully before use of any equipment
- PC16.** unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries
- PC17.** keep the floors free from water and grease to avoid slippery surface

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- PC18.** ensure to use non slip liquids and waxes to polish and treat floors
- PC19.** use rubber mats to the places where floors are constantly wet
- PC20.** ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc
- PC21.** use flat surfaces, secure holding and protective wear while using such sharp tools
- PC22.** use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies
- PC23.** practice personal safety when lifting, bending, or moving equipment and supplies

Using safety tools or personal protective equipment

To be competent, the user/individual on the job must be able to:

- PC24.** ensure the workers have access to first aid kit when needed
- PC25.** ensure all equipment and tools are stored and maintained properly and safe to use
- PC26.** ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required
- PC27.** Ensure to display safety signs at places where necessary for people to be cautious
- PC28.** take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc
- PC29.** ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc

Achieving safety standards

To be competent, the user/individual on the job must be able to:

- PC30.** document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken
- PC31.** comply with the established safety procedures of the workplace
- PC32.** report to the supervisor on any problems and hazards identified
- PC33.** ensure zero accident at workplace
- PC34.** adhere to safety standards and ensure no material damage

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on safety procedures at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** personal protective equipment should be worn and how it is cared for
- KU7.** purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working
- KU8.** how to provide the first aid treatment at workplace
- KU9.** significance of accidental risks to the worker and productivity loss

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- KU10.** reporting procedure or hierarchy for signs of damage and potential hazards
- KU11.** methods to minimize accidental risks
- KU12.** safe handling chemicals, acids, etc. for cleaning
- KU13.** material handling procedure
- KU14.** standard operating procedure for safety drills and equipment maintenance
- KU15.** precautionary activities to be followed for work place safety
- KU16.** Operation of tools and electrical equipment
- KU17.** emergency procedures to be followed in case of an mishap such as fire accidents, etc

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret relevant organisation policies, procedures and diagrams that identify safety practices
- GS2.** read job sheets, company policy documents and information displayed at the workplace
- GS3.** read notes/comments from the supervisor
- GS4.** fill up documentation to ones role
- GS5.** verbally report safety hazards and poor organisation practice
- GS6.** communicate supervisor about the work safety issues
- GS7.** receive instructions from supervisor on minimizing the accidental risks
- GS8.** communicate co-workers about the precautions to be taken for accident free work
- GS9.** select appropriate hand tools and personal protection equipment
- GS10.** identify first aid needs in case and of an injury
- GS11.** use safety equipment such as fire extinguisher during fire accidents
- GS12.** store chemicals and tools in a safe way
- GS13.** use tools and equipment without causing any injury to fellow workers

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Taking precautionary measures to avoid work hazards</i>	3.5	5	-	-
PC1. assess the various work hazards	1	-	-	-
PC2. take necessary steps to eliminate or minimize them	0.5	1	-	-
PC3. suggest methods to improve the existing safety procedures at the workplace	0.5	1	-	-
PC4. analyze the causes of accidents at the workplace	0.5	1	-	-
PC5. suggest measures to prevent such accidents from taking place	0.5	1	-	-
PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc	0.5	1	-	-
<i>Following standard safety procedure</i>	8	21	-	-
PC7. be aware of the locations of fire extinguishers, emergency exits, etc	0.5	1	-	-
PC8. practice correct emergency procedures	0.5	1	-	-
PC9. check and review the storage areas frequently	0.5	1	-	-
PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas	-	1.5	-	-
PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc	0.5	1	-	-
PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch	0.5	1	-	-
PC13. ensure safe techniques while moving furniture and fixtures	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools	0.5	1	-	-
PC15. read the manufacturers manual carefully before use of any equipment	0.5	1	-	-
PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries	0.5	1.5	-	-
PC17. keep the floors free from water and grease to avoid slippery surface	0.5	1.5	-	-
PC18. ensure to use non slip liquids and waxes to polish and treat floors	0.5	1	-	-
PC19. use rubber mats to the places where floors are constantly wet	0.5	1.5	-	-
PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc	0.5	1.5	-	-
PC21. use flat surfaces, secure holding and protective wear while using such sharp tools	0.5	1.5	-	-
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	0.5	1.5	-	-
PC23. practice personal safety when lifting, bending, or moving equipment and supplies	0.5	1.5	-	-
<i>Using safety tools or personal protective equipment</i>	2	6	-	-
PC24. ensure the workers have access to first aid kit when needed	-	1	-	-
PC25. ensure all equipment and tools are stored and maintained properly and safe to use	0.5	1	-	-
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. Ensure to display safety signs at places where necessary for people to be cautious	-	1	-	-
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc	0.5	1	-	-
PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc	0.5	1	-	-
<i>Achieving safety standards</i>	1.5	3	-	-
PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken	0.5	1	-	-
PC31. comply with the established safety procedures of the workplace	0.5	0.5	-	-
PC32. report to the supervisor on any problems and hazards identified	-	0.5	-	-
PC33. ensure zero accident at workplace	-	0.5	-	-
PC34. adhere to safety standards and ensure no material damage	0.5	0.5	-	-
NOS Total	15	35	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Maintain safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	26/03/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9909: Learn a foreign or local language(s) including English

Description

This unit is about gaining working competence in a language other than that used daily, i.e., a foreign language or a local language including English.

Scope

This unit/task covers the following:

- Gain understanding of common vocabulary required to address customers queries
- Achieve minimal pass level of language proficiency as per UN standards or as specified by company

Elements and Performance Criteria

Gaining understanding of common vocabulary required

To be competent, the user/individual on the job must be able to:

- PC1.** understand from the company, the typical foreign or vernacular language queries
- PC2.** learn keywords that may be used to pose those queries
- PC3.** practice short oral conversations in the language, preferably, with colleagues or fellow trainees
- PC4.** listen to focussed or recorded sentences as spoken typically in the language

Achieving minimal pass standards of language proficiency

To be competent, the user/individual on the job must be able to:

- PC5.** speak without hesitation and fear of being incorrect
- PC6.** express coherently in complete sentences over a variety of topics, albeit with effort
- PC7.** exhibit basic range of vocabulary and range of expression
- PC8.** seek to improve language proficiency to working knowledge level

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language
- KU2.** companys Human Resources policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** preferred languages of usual customers
- KU7.** geographical variations of spoken languages
- KU8.** how to pick up the basic Grammar of the language
- KU9.** how to identify common expressions used by customers to express their needs and queries

Qualification Pack

KU10. how to use the correct terms as appropriate for the situation

KU11. different proficiency levels of language as accepted globally

KU12. UN standards of language proficiency

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read the language, e.g., words, sentences, etc.

GS2. understand translations

GS3. write in the language

GS4. interact with customers confidently in their preferred language

GS5. not to offend the customer with improper use of language, unknowingly

GS6. use the right intonations and pauses

GS7. express limited language proficiency so as to alert customer of limitations to fluent conversations

GS8. use audio aids to listen to expressions and correct use of language

GS9. build vocabulary

GS10. improve language skills over time

GS11. practice at every opportunity available

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Gaining understanding of common vocabulary required</i>	6.5	19	-	-
PC1. understand from the company, the typical foreign or vernacular language queries	2.5	3	-	-
PC2. learn keywords that may be used to pose those queries	2	5	-	-
PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees	1	5.5	-	-
PC4. listen to focussed or recorded sentences as spoken typically in the language	1	5.5	-	-
<i>Achieving minimal pass standards of language proficiency</i>	4	20.5	-	-
PC5. speak without hesitation and fear of being incorrect	1	5.5	-	-
PC6. express coherently in complete sentences over a variety of topics, albeit with effort	1	5.5	-	-
PC7. exhibit basic range of vocabulary and range of expression	1	4	-	-
PC8. seek to improve language proficiency to working knowledge level	1	5.5	-	-
NOS Total	10.5	39.5	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9909
NOS Name	Learn a foreign or local language(s) including English
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	06/10/2016
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N3005.Arrange and manage food resources in the kitchen	18	32	-	-	50	10
THC/N3006.Cook variety of food	16	34	-	-	50	10
THC/N9901.Communicate with customer and colleagues	18.5	31	-	-	49.5	10
THC/N9902.Maintain customer-centric service orientation	10	40	-	-	50	10
THC/N9903.Maintain standard of etiquette and hospitable conduct	14	36	-	-	50	10
THC/N9904.Follow gender and age sensitive service practices	15	35	-	-	50	10
THC/N9905.Maintain IPR of organisation and customer	27.5	22.5	-	-	50	10
THC/N9906.Maintain health and hygiene	15.5	34.5	-	-	50	10
THC/N9907.Maintain safety at workplace	15	35	-	-	50	10
THC/N9909.Learn a foreign or local language(s) including English	10.5	39.5	-	-	50	10
Total	160	339.5	-	-	499.5	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.