

## Qualification Pack



# Food & Beverage Service - Steward

QP Code: THC/Q0301

Version: 1.0

NSQF Level: 4

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## Qualification Pack

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## Qualification Pack

### THC/Q0301: Food & Beverage Service - Steward

#### Brief Job Description

The individual at work greets and seats the guests; takes down their orders; serves them with tableware, food, beverages, and accompaniments; finally clears the used dishes and settles the customers accounts as per the companys policy.

#### Personal Attributes

The job requires the individual to be fit to perform considerable physical activities and have pleasing deportment, healthy habits and good grooming commitment and proficiency.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0301: Plan for serving food and beverages](#)
2. [THC/N0302: Greet customer, take order, serve food and beverages](#)
3. [THC/N0303: Clean tables and counters](#)
4. [THC/N0304: Deal with customer payment](#)
5. [THC/N0305: Resolve customer service issues](#)
6. [THC/N9901: Communicate with customer and colleagues](#)
7. [THC/N9902: Maintain customer-centric service orientation](#)
8. [THC/N9903: Maintain standard of etiquette and hospitable conduct](#)
9. [THC/N9904: Follow gender and age sensitive service practices](#)
10. [THC/N9905: Maintain IPR of organisation and customer](#)
11. [THC/N9906: Maintain health and hygiene](#)
12. [THC/N9907: Maintain safety at workplace](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
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<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5123.20
<b>Minimum Educational Qualification &amp; Experience</b>	10th Class with 1-2 Years of experience as Food & Beverage Trainee
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	26/03/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Approval Date</b>	20/07/2015
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2015/TH/THC/01013
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N0301: Plan for serving food and beverages

#### Description

This OS unit covers planning and preparing service areas such as tables, counters, side boards, trolley, and arranging for condiments prior to serving as well as laying out table or counter for service

#### Scope

This unit/task covers the following:

- Identify the service area and resources required
- Prepare the service area
- Recheck preparation for service area

#### Elements and Performance Criteria

##### *Identifying the service area and resources required*

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

- PC1.** check assigned service area as per duty roster
- PC2.** check the pre-bookings for the areas assigned
- PC3.** inspect the food service area for the cleaning and laying the table, e.g., customer dining areas, sideboards/side tables/trolleys /counters, service preparation areas
- PC4.** assess requirement of resources viz. tableware, cutlery, linen
- PC5.** identify workplace procedures for serving food and beverage

##### *Preparing the service area*

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

- PC6.** check that service areas are hygienic, clean, free from damage and ready for use in line with service style
- PC7.** prepare and adjust dining area for comfort and ambience, e.g., light, music, temperature, odour-less, pest-free, clean linen and furniture arrangement
- PC8.** check that service equipment is clean, functional, free from damage, located where it should be and switched on ready for use
- PC9.** set up furniture in accordance with standard operating procedures, bookings, customer requests and customer/staff convenience and safety
- PC10.** check that sufficient stock of service items are clean, free from damage and stored ready for service
- PC11.** check availability of condiments and accompaniments ready for service and store them safely
- PC12.** check dining furniture, table linen and table items are clean and undamaged
- PC13.** arrange restaurant furniture according to the food service operation
- PC14.** check the menus and promotional items and ensure that they contain accurate information and are ready for customer use
- PC15.** comply with industry requirements in relation to standard of dress and personal hygiene

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- PC16.** lay out tables/counters according to the outlets procedures
- PC17.** dispose of broken and cracked items and other waste in accordance with standard operating procedures and environmental considerations
- PC18.** prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, in accordance with standard operating procedures
- PC19.** carry out all work in accordance with occupational health and safety
- PC20.** check dining/restaurant/public amenity areas customer facilities for cleanliness prior to service, in accordance with standard operating procedures
- PC21.** prepare and adjust the dining environment to ensure comfort and ambience for customers
- PC22.** verify menu variations and daily specials with kitchen staff (liaising with duty chef)

### *Rechecking preparation for service area*

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

- PC23.** complete preparation for serving food and beverage following workplace procedures
- PC24.** complete checklists for preparation for performing duties

## 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.** relevant occupational health and safety requirements applicable in the work place
- KU3.** importance of working in clean and safe environment
- KU4.** own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU5.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU6.** relevant people and their responsibilities within the work area
- KU7.** escalation matrix and procedures for reporting work and employment related issues
- KU8.** service standards required in the workplace
- KU9.** understanding of menu and food & beverage served
- KU10.** application of relevant regulations and requirements
- KU11.** workplace and servicing procedures and policies for the carrying out F&B service tasks
- KU12.** storage, service and upkeep procedure for cutlery, condiments and other accessories
- KU13.** what permits and checks are required for working on the premises
- KU14.** site layout and obstacles
- KU15.** the instructions and procedures for entering and leaving the service area and why one should follow them
- KU16.** the levels of personal hygiene required at the service area and why it is important to maintain them during work
- KU17.** safe and hygienic working practices for preparing service areas and equipment for table/tray service
- KU18.** the organizations service style for the F&B outlet

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- KU19.** why waste must be handled and disposed of correctly
- KU20.** why condiments and accompaniments should be prepared ready for service
- KU21.** when to prepare service areas and equipment for table/tray service
- KU22.** why a constant stock of food service items should be maintained
- KU23.** the types of unexpected situations that may occur when preparing and clearing areas for service and how to deal with these
- KU24.** why all service items should be checked before service
- KU25.** why menus and promotional items should be checked before use
- KU26.** time allowed for completing the work
- KU27.** major types of beverages and their characteristics
- KU28.** why it is important to check expiry dates on items and how to do so
- KU29.** organizations procedures for storage and stock rotation
- KU30.** full menu applicable to the particular food outlet assigned
- KU31.** details of items available on the menu especially the specials for the day
- KU32.** items on the menu which are not available on that day
- KU33.** why service equipment should be turned on before service
- KU34.** why heating/air conditioning/ventilation and lighting should be checked while preparing customer dining areas for table service
- KU35.** different kinds of cutlery, plates and tableware and ways to set them on the table/counter
- KU36.** use of handheld device / smart phone / tablet to take feedback from guests
- KU37.** use computer to make note of reservations
- KU38.** use computer system to prepare bill

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant to F&B activities
- GS2.** interpret and follow operational instructions and prioritise work
- GS3.** read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language
- GS4.** complete documentation as per work requirements
- GS5.** communicate effectively with others when carrying out tasks
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS8.** check and clarify task-related information
- GS9.** liaise with appropriate authorities using correct protocol
- GS10.** communicate with people in respectful form and manner in line with organizational protocol
- GS11.** avoid using jargon, slang or acronyms when communicating with a customer
- GS12.** make decisions pertaining to the concerned area of work
- GS13.** escalate problems and to whom

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- GS14.** plan, prioritize and sequence work operations as per job requirements
- GS15.** organize and analyse information relevant to work
- GS16.** work in a team in order to achieve better results
- GS17.** identify and clarify work roles within a team
- GS18.** communicate and cooperate with others in the team
- GS19.** seek assistance from fellow team members
- GS20.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS21.** build customer relationships and use service and customer centric approach
- GS22.** importance of taking responsibility for own work outcomes
- GS23.** importance of adherence to work timings, grooming standard and other organizational policies
- GS24.** importance of following laid down rules, procedures, instructions and policies
- GS25.** importance of exercising restraint while expressing dissent and during conflict situations
- GS26.** how to avoid and manage distractions to be disciplined at work
- GS27.** importance of time management for achieving better results
- GS28.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS29.** identify immediate or temporary solutions to resolve delays



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identifying the service area and resources required</i>	<b>4</b>	<b>5.5</b>	-	-
<b>PC1.</b> check assigned service area as per duty roster	0.5	1	-	-
<b>PC2.</b> check the pre-bookings for the areas assigned	0.5	1	-	-
<b>PC3.</b> inspect the food service area for the cleaning and laying the table, e.g., customer dining areas, sideboards/side tables/trolleys /counters, service preparation areas	1.5	1	-	-
<b>PC4.</b> assess requirement of resources viz. tableware, cutlery, linen	0.5	1.5	-	-
<b>PC5.</b> identify workplace procedures for serving food and beverage	1	1	-	-
<i>Preparing the service area</i>	<b>15</b>	<b>22</b>	-	-
<b>PC6.</b> check that service areas are hygienic, clean, free from damage and ready for use in line with service style	1	1	-	-
<b>PC7.</b> prepare and adjust dining area for comfort and ambience, e.g., light, music, temperature, odour-less, pest-free, clean linen and furniture arrangement	0.5	0.5	-	-
<b>PC8.</b> check that service equipment is clean, functional, free from damage, located where it should be and switched on ready for use	1	1	-	-
<b>PC9.</b> set up furniture in accordance with standard operating procedures, bookings, customer requests and customer/staff convenience and safety	1	1	-	-
<b>PC10.</b> check that sufficient stock of service items are clean, free from damage and stored ready for service	1	1.5	-	-
<b>PC11.</b> check availability of condiments and accompaniments ready for service and store them safely	1	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> check dining furniture, table linen and table items are clean and undamaged	1	1.5	-	-
<b>PC13.</b> arrange restaurant furniture according to the food service operation	1	1	-	-
<b>PC14.</b> check the menus and promotional items and ensure that they contain accurate information and are ready for customer use	1	1.5	-	-
<b>PC15.</b> comply with industry requirements in relation to standard of dress and personal hygiene	1.5	2	-	-
<b>PC16.</b> lay out tables/counters according to the outlets procedures	0.5	1.5	-	-
<b>PC17.</b> dispose of broken and cracked items and other waste in accordance with standard operating procedures and environmental considerations	1	1.5	-	-
<b>PC18.</b> prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, in accordance with standard operating procedures	0.5	1	-	-
<b>PC19.</b> carry out all work in accordance with occupational health and safety	0.5	1.5	-	-
<b>PC20.</b> check dining/restaurant/public amenity areas customer facilities for cleanliness prior to service, in accordance with standard operating procedures	1	1.5	-	-
<b>PC21.</b> prepare and adjust the dining environment to ensure comfort and ambience for customers	0.5	1	-	-
<b>PC22.</b> verify menu variations and daily specials with kitchen staff (liaising with duty chef)	1	1.5	-	-
<i>Rechecking preparation for service area</i>	<b>1</b>	<b>2.5</b>	-	-
<b>PC23.</b> complete preparation for serving food and beverage following workplace procedures	0.5	1	-	-
<b>PC24.</b> complete checklists for preparation for performing duties	0.5	1.5	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0301
<b>NOS Name</b>	Plan for serving food and beverages
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	26/03/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA

## Qualification Pack

### THC/N0302: Greet customer, take order, serve food and beverages

#### Description

This OS unit is about greeting and assisting customers when they arrive, escorting them to the seating place, giving accurate information about the menu, taking food and beverage orders and serving them

#### Scope

This unit/task covers the following:

- Greet customers
- Take and process orders
- Serve food and beverage

#### Elements and Performance Criteria

##### *Greeting customers*

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

- PC1.** greet customers, identify their requirements and check any booking records as appropriate to the service operation
- PC2.** check details of reservations where appropriate
- PC3.** escort and seat customers according to table allocation and special requirements
- PC4.** offer chair assistance in seating the guest
- PC5.** offer available pre-meal services to customers and address guest by surname to extent possible
- PC6.** present menus and drinks lists to customers, in accordance with standard operating procedures provide information to customers, giving clear explanations and description of information such as menu choices and options, information about food and beverages, specials for the day, information about the location or area location of customer facilities

##### *Taking and processing orders*

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

- PC7.** make sure customers have access to the correct menu
- PC8.** give accurate information on individual dishes according to customers' requirements
- PC9.** take the opportunity to maximize the order using appropriate sales techniques
- PC10.** check products and brand preferences with the customer in a courteous manner
- PC11.** advise customers on a selection of drinks and make recommendations where required to assist customers to make a choice where appropriate
- PC12.** identify any specific customer preference
- PC13.** record and relay information about any special requests or dietary or cultural requirements promptly and accurately to duty chef
- PC14.** answer customer questions on menu items correctly and courteously
- PC15.** record orders legibly, using the format required by the enterprise, verify order with customer and convey them promptly to the kitchen and bar as per standard procedure

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- PC16.** identify, record and deal with their order promptly, repeat order to reconfirm and inform about approximate waiting time
- PC17.** seek information from the kitchen or other appropriate person, where answers are unknown

### *Serving food and beverage*

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

- PC18.** provide and adjust glassware, service ware and cutlery, suitable for menu choices, and condiments in accordance with standard operating procedures
- PC19.** carry out all work in accordance with occupational health and safety
- PC20.** check quality and presentation of food and beverage in accordance with standard operating procedures
- PC21.** check service ware for chips, marks, spills and drips
- PC22.** collect food and beverage selections promptly from service areas, convey them to customers safely
- PC23.** monitor flow of service for meal and beverage delivery
- PC24.** recognize and follow up promptly, any delays or deficiencies in service
- PC25.** promptly advise and reassure customers about any delays and problems
- PC26.** serve food and beverage courteously and to the correct person, in accordance with standard operating procedures and hygiene requirements for, say, table d'hôte, a la carte, counter service, pre-set meal, buffet, function, tea and coffee service, and in patient service
- PC27.** check customer satisfaction at the appropriate time
- PC28.** offer additional food and beverage at the times as per standard procedure and order and serve them accordingly
- PC29.** clear tables of crockery, cutlery and glassware between the courses at the appropriate time and with minimal disruption to customers
- PC30.** remove and replace used table items as required and maintain the correct stocks
- PC31.** remove leftover food items, condiments and accompaniments from the table when required and deal with them correctly
- PC32.** clear finished courses from the table at the appropriate time according to the service operation
- PC33.** clear finished courses and used crockery and cutlery systematically with assistance from other service staff
- PC34.** check crockery, cutlery and other table items and replace or remove them as appropriate
- PC35.** serve different courses with clean and undamaged service equipment of the appropriate type
- PC36.** serve food of the type quality and quantity required using the appropriate service method
- PC37.** keep the service area tidy and clean

## 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.** relevant occupational health and safety requirements applicable in the work place

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- KU3.** importance of working in clean and safe environment
- KU4.** own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU5.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU6.** relevant people and their responsibilities within the work area
- KU7.** escalation matrix and procedures for reporting work and employment related issues
- KU8.** documentation and related procedures applicable in the context of employment and work
- KU9.** importance and purpose of documentation in context of employment and work
- KU10.** workplace and servicing procedures and policies for the carrying out F&B service tasks
- KU11.** service standards required in the workplace
- KU12.** storage, service and upkeep procedure for cutlery, condiments and other accessories
- KU13.** what permits and checks are required for working on the premises
- KU14.** site layout and obstacles
- KU15.** instructions and procedures for entering and leaving the workplace and why one should follow them
- KU16.** levels of personal hygiene required at the workplace and why it is important to maintain them during work
- KU17.** organizations standards for customer service
- KU18.** payment modes and billing systems, opening and closing procedures
- KU19.** how to greet a customer and escort him to the seating area
- KU20.** how and when to offer promotional services
- KU21.** why menus should be checked before use
- KU22.** why information about the menu should be given accurately to customers
- KU23.** why it is important to have knowledge about the food being served
- KU24.** types of unexpected situations that may occur when dealing with customers orders and how to deal with these
- KU25.** how to serve customer orders and maintain the dining area
- KU26.** safe and hygienic working practices when serving customers' orders
- KU27.** which condiments and accompaniments best complement each menu item
- KU28.** which service equipment is appropriate for different menu items
- KU29.** why food should be arranged and presented in line with the menu specifications
- KU30.** why care has to be taken to serve food hygienically
- KU31.** why dining and service areas must be kept tidy and free from rubbish and food debris
- KU32.** why a constant stock of linen, table items and accompaniments must be maintained
- KU33.** when to prepare service areas and equipment for table/tray service
- KU34.** why a constant stock of food service items should be maintained
- KU35.** why all service items should be checked before service
- KU36.** why menus and promotional items should be checked before use
- KU37.** time allowed for completing the work
- KU38.** what food has to be carefully portioned during service
- KU39.** why care has to be taken to serve and arrange food correctly

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- KU40.** why care should be taken to avoid accidents
- KU41.** why and to whom all customer incidents should be reported
- KU42.** safe and hygienic working practices when clearing finished courses
- KU43.** what the operational procedures for clearing finished courses are
- KU44.** major types of beverages and their characteristics including beers, spirits, mixed drinks, soft drinks, wines and fortified drinks and an overview of commonly requested cocktails
- KU45.** preparation and serving techniques for a basic range of drinks including tea and coffee
- KU46.** waste minimization techniques
- KU47.** typical food and beverage service styles and types of menus used in different hospitality contexts including buffet, tray, plate and silver service
- KU48.** typical industry room and table set-ups for different types of functions including furniture, seating and decoration
- KU49.** ways of dressing and setting tables for a range of different functions, service styles and service periods
- KU50.** range and usage of standard restaurant equipment
- KU51.** knowledge of menus as appropriate to enterprise
- KU52.** typical workflow structure for service within a food and beverage service environment
- KU53.** ordering and service procedures

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant to food and beverage activities
- GS2.** interpret and follow operational instructions and prioritise work
- GS3.** read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language
- GS4.** note down the order accurately and confirm
- GS5.** communicate effectively with others when carrying out tasks
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS8.** check and clarify task-related information
- GS9.** communicate with people in respectful form and manner in line with organizational protocol
- GS10.** . avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS11.** plan, prioritize and sequence work operations as per job requirements
- GS12.** organize and analyse information relevant to work
- GS13.** work in a team in order to achieve better results
- GS14.** identify and clarify work roles within a team
- GS15.** communicate and cooperate with others in the team

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- GS16.** seek assistance from fellow team members
- GS17.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS18.** build customer relationships and use service and customer centric approach
- GS19.** importance of taking responsibility for own work outcomes
- GS20.** importance of adherence to work timings, dress code and other organizational policies
- GS21.** importance of following laid down rules, procedures, instructions and policies
- GS22.** . importance of exercising restraint while expressing dissent and during conflict situations
- GS23.** how to avoid and manage distractions to be disciplined at work
- GS24.** importance of time management for achieving better results



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Greeting customers</i>	<b>2.5</b>	<b>6.5</b>	-	-
<b>PC1.</b> greet customers, identify their requirements and check any booking records as appropriate to the service operation	0.5	1	-	-
<b>PC2.</b> check details of reservations where appropriate	-	1	-	-
<b>PC3.</b> escort and seat customers according to table allocation and special requirements	0.5	1	-	-
<b>PC4.</b> offer chair assistance in seating the guest	0.5	1	-	-
<b>PC5.</b> offer available pre-meal services to customers and address guest by surname to extent possible	-	0.5	-	-
<b>PC6.</b> present menus and drinks lists to customers, in accordance with standard operating procedures provide information to customers, giving clear explanations and description of information such as menu choices and options, information about food and beverages, specials for the day, information about the location or area location of customer facilities	1	2	-	-
<i>Taking and processing orders</i>	<b>6</b>	<b>11</b>	-	-
<b>PC7.</b> make sure customers have access to the correct menu	0.5	1	-	-
<b>PC8.</b> give accurate information on individual dishes according to customers' requirements	0.5	1	-	-
<b>PC9.</b> take the opportunity to maximize the order using appropriate sales techniques	0.5	1	-	-
<b>PC10.</b> check products and brand preferences with the customer in a courteous manner	0.5	1	-	-
<b>PC11.</b> advise customers on a selection of drinks and make recommendations where required to assist customers to make a choice where appropriate	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> identify any specific customer preference	0.5	1	-	-
<b>PC13.</b> record and relay information about any special requests or dietary or cultural requirements promptly and accurately to duty chef	0.5	1	-	-
<b>PC14.</b> answer customer questions on menu items correctly and courteously	0.5	1	-	-
<b>PC15.</b> record orders legibly, using the format required by the enterprise, verify order with customer and convey them promptly to the kitchen and bar as per standard procedure	0.5	1	-	-
<b>PC16.</b> identify, record and deal with their order promptly, repeat order to reconfirm and inform about approximate waiting time	0.5	1	-	-
<b>PC17.</b> seek information from the kitchen or other appropriate person, where answers are unknown	0.5	1	-	-
<i>Serving food and beverage</i>	<b>6.5</b>	<b>17.5</b>	-	-
<b>PC18.</b> provide and adjust glassware, service ware and cutlery, suitable for menu choices, and condiments in accordance with standard operating procedures	0.5	1	-	-
<b>PC19.</b> carry out all work in accordance with occupational health and safety	0.5	0.5	-	-
<b>PC20.</b> check quality and presentation of food and beverage in accordance with standard operating procedures	0.5	1	-	-
<b>PC21.</b> check service ware for chips, marks, spills and drips	-	0.5	-	-
<b>PC22.</b> collect food and beverage selections promptly from service areas, convey them to customers safely	-	1	-	-
<b>PC23.</b> monitor flow of service for meal and beverage delivery	-	1.5	-	-
<b>PC24.</b> recognize and follow up promptly, any delays or deficiencies in service	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC25.</b> promptly advise and reassure customers about any delays and problems	0.5	1	-	-
<b>PC26.</b> serve food and beverage courteously and to the correct person, in accordance with standard operating procedures and hygiene requirements for, say, table d'hôte, a la carte, counter service, pre-set meal, buffet, function, tea and coffee service, and in patient service	0.5	1.5	-	-
<b>PC27.</b> check customer satisfaction at the appropriate time	0.5	1	-	-
<b>PC28.</b> offer additional food and beverage at the times as per standard procedure and order and serve them accordingly	0.5	1	-	-
<b>PC29.</b> clear tables of crockery, cutlery and glassware between the courses at the appropriate time and with minimal disruption to customers	-	0.5	-	-
<b>PC30.</b> remove and replace used table items as required and maintain the correct stocks	-	1	-	-
<b>PC31.</b> remove leftover food items, condiments and accompaniments from the table when required and deal with them correctly	0.5	0.5	-	-
<b>PC32.</b> clear finished courses from the table at the appropriate time according to the service operation	0.5	1	-	-
<b>PC33.</b> clear finished courses and used crockery and cutlery systematically with assistance from other service staff	0.5	0.5	-	-
<b>PC34.</b> check crockery, cutlery and other table items and replace or remove them as appropriate	-	1	-	-
<b>PC35.</b> serve different courses with clean and undamaged service equipment of the appropriate type	0.5	0.5	-	-
<b>PC36.</b> serve food of the type quality and quantity required using the appropriate service method	0.5	1	-	-
<b>PC37.</b> keep the service area tidy and clean	-	0.5	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0302
<b>NOS Name</b>	Greet customer, take order, serve food and beverages
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	26/03/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA

## Qualification Pack

### THC/N0303: Clean tables and counters

#### Description

This OS unit is about clearing tables of crockery, cutlery, glassware, condiments, napkins and other tableware as per company policy and with minimal disruption to customers

#### Scope

This unit/task covers the following:

#### Elements and Performance Criteria

##### *Clearing tables and counters after dining*

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

- PC1.** clear tables of crockery, cutlery and glassware at the appropriate time after the meals, as per the course and with minimal disruption to customers
- PC2.** remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has finished dining for crockery, cutlery/silverware, glassware, menus/menu folders, table decorations, condiments and accompaniments, napkins and table coverings

##### *Presenting guest account/check for the services used*

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

- PC3.** provide after-meals services such as mouth fresheners and/or finger-bowls as per organization standards
- PC4.** present the customer accounts/check for services used, as per organization procedure to the guest

##### *Cleaning table and side boards of used tableware and waste food/beverages*

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

- PC5.** arrange table items used in food service area for cleaning or store them as required
- PC6.** prepare service and table linen for dispatch to laundry or clean down and remove disposable items
- PC7.** dispatch used crockery, cutlery and service dishes to dish cleaning area
- PC8.** store food items and accompaniments for future use in line with food hygiene regulations
- PC9.** leave dining and food service areas tidy and ready for cleaning
- PC10.** dispose of rubbish and waste food following recommended procedures
- PC11.** ensure that service equipment is clean, correctly stored and turned off where appropriate
- PC12.** ensure that dining furniture is clean and ready for future use
- PC13.** store and/or prepare equipment for the next service, in accordance with standard operating procedures
- PC14.** carry out all work in accordance with occupational Health and Safety

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** relevant occupational health and safety requirements applicable in the work place
- KU2.** importance of working in clean and safe environment
- KU3.** own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU4.** reporting structure, inter-dependent functions, lines and procedures in the
- KU5.** work area
- KU6.** relevant people and their responsibilities within the work area
- KU7.** escalation matrix and procedures for reporting work and employment related issues
- KU8.** documentation and related procedures applicable in the context of employment and work
- KU9.** importance and purpose of documentation in context of employment and work
- KU10.** workplace and servicing procedures and policies for the carrying out F&B service tasks
- KU11.** application of relevant regulations and requirements
- KU12.** storage, service and upkeep procedure for cutlery, condiments and other accessories
- KU13.** site layout and obstacles
- KU14.** instructions and procedures for entering and leaving the workplace and why one should follow them
- KU15.** levels of personal hygiene required at the workplace and why it is important to maintain them during work
- KU16.** how to clear tables of crockery, cutlery and glassware at the appropriate time with minimal disruption to customers
- KU17.** when and how to remove tableware, cutlery , condiments and other used items from the table as per the procedure after customer has left
- KU18.** how and where to arrange table items used in food service area for cleaning or store them as required
- KU19.** how to prepare service and table linen for dispatch to laundry or clean down and remove disposable items
- KU20.** how and why to store food items and accompaniments for future use in line with food hygiene regulations
- KU21.** how to dispose of rubbish and waste food correctly
- KU22.** importance of maintaining service equipment clean and ensuring its turned off and stored
- KU23.** how to maintain dining and food service areas tidy and ready for cleaning dispose of rubbish and waste food following recommended procedures
- KU24.** how to clean dining furniture and keep it ready for future use leave dining and service areas tidy and ready for cleaning
- KU25.** store and/or prepare equipment for the next service, in accordance with standard operating procedures

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs in the workplace

## Qualification Pack

- GS2.** complete documentation as per work requirements
- GS3.** communicate effectively with others when carrying out tasks
- GS4.** discuss task lists, schedules, and work-loads with co-workers
- GS5.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS6.** check and clarify task-related information
- GS7.** communicate with people in respectful form and manner in line with organizational protocol
- GS8.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS9.** plan, prioritize and sequence work operations as per job requirements
- GS10.** organize and analyse information relevant to work
- GS11.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS12.** build customer relationships and use service and customer centric approach
- GS13.** importance of taking responsibility for own work outcomes
- GS14.** importance of adherence to work timings, dress code and other organizational policies
- GS15.** importance of following laid down rules, procedures, instructions and policies
- GS16.** how to avoid and manage distractions to be disciplined at work
- GS17.** importance of time management for achieving better results



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clearing tables and counters after dining</i>	<b>3</b>	<b>6.5</b>	-	-
<b>PC1.</b> clear tables of crockery, cutlery and glassware at the appropriate time after the meals, as per the course and with minimal disruption to customers	1	1.5	-	-
<b>PC2.</b> remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has finished dining for crockery, cutlery/silverware, glassware, menus/menu folders, table decorations, condiments and accompaniments, napkins and table coverings	2	5	-	-
<i>Presenting guest account/check for the services used</i>	<b>2</b>	<b>5</b>	-	-
<b>PC3.</b> provide after-meals services such as mouth fresheners and/or finger-bowls as per organization standards	1	2.5	-	-
<b>PC4.</b> present the customer accounts/check for services used, as per organization procedure to the guest	1	2.5	-	-
<i>Cleaning table and side boards of used tableware and waste food/beverages</i>	<b>10</b>	<b>23.5</b>	-	-
<b>PC5.</b> arrange table items used in food service area for cleaning or store them as required	1	2.5	-	-
<b>PC6.</b> prepare service and table linen for dispatch to laundry or clean down and remove disposable items	1	2.5	-	-
<b>PC7.</b> dispatch used crockery, cutlery and service dishes to dish cleaning area	1	2.5	-	-
<b>PC8.</b> store food items and accompaniments for future use in line with food hygiene regulations	1	2	-	-
<b>PC9.</b> leave dining and food service areas tidy and ready for cleaning	1	2	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> dispose of rubbish and waste food following recommended procedures	1	2.5	-	-
<b>PC11.</b> ensure that service equipment is clean, correctly stored and turned off where appropriate	1	2	-	-
<b>PC12.</b> ensure that dining furniture is clean and ready for future use	1	2.5	-	-
<b>PC13.</b> store and/or prepare equipment for the next service, in accordance with standard operating procedures	1	2.5	-	-
<b>PC14.</b> carry out all work in accordance with occupational Health and Safety	1	2.5	-	-
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0303
<b>NOS Name</b>	Clean tables and counters
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	26/03/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA

## Qualification Pack

### THC/N0304: Deal with customer payment

#### Description

This OS unit is about presenting bills, receiving payments from the customer, keeping payments safe and secure, and maintaining a payment point such as till and operating the till, as per organization procedure.

#### Scope

This unit/task covers the following:

- Receiving payment after service

#### Elements and Performance Criteria

##### *Receiving payment after service*

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

- PC1.** make sure that payment point is working and that all needed material such as stationery, till/ credit/ debit rolls are available or processing either of cash, travellers cheques, drafts
- PC2.** maintain the payment point and restock it when necessary
- PC3.** enter / scan information into the payment point correctly
- PC4.** organize and present accounts to customers on request
- PC5.** tell the customer how much they have to pay, if asked and modes of payments accepted
- PC6.** acknowledge the customers payment and validate it where necessary
- PC7.** follow correct procedure for chip and pin transactions
- PC8.** put the payment in the right place according to the organizations procedures
- PC9.** give correct change for cash transactions
- PC10.** carry out transactions without delay and give relevant confirmation to the customer
- PC11.** make the payment point contents available for authorized collection
- PC12.** process accounts in accordance with standard operating procedures
- PC13.** farewell guests courteously from the restaurant/dining area in accordance with standard operating procedures

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant occupational health and safety requirements applicable in the work place
- KU2.** importance of working in clean and safe environment
- KU3.** own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU4.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU5.** relevant people and their responsibilities within the work area
- KU6.** escalation matrix and procedures for reporting work related issues

## Qualification Pack

- KU7.** documentation and related procedures applicable in the context of work
- KU8.** importance and purpose of documentation in context of work
- KU9.** applicable discounts on food and beverage
- KU10.** use computer to make note of reservations
- KU11.** use computer system to prepare bill
- KU12.** use EFTPOS machines
- KU13.** workplace and servicing procedures and policies for the carrying out F&B service tasks
- KU14.** service standards required in the workplace
- KU15.** procedure for opening and closing reports on tills/cash register/credit/debit card machine
- KU16.** legal requirements for operating a payment point and taking payments from customers
- KU17.** the organizations security procedures for processing cash and other types of payments
- KU18.** how to set up the payment point
- KU19.** how to get stock of material needed to set up and maintain the payment point
- KU20.** why it is important to tell the customer about any delays and how one should do so
- KU21.** types of problems that might occur at the payment point and how to deal with these
- KU22.** procedure for changing the till / debit / credit machine roll
- KU23.** correct procedures for handling payments
- KU24.** what one should do if there are errors in handling payments
- KU25.** understand the procedures for dealing with hand held payment devices
- KU26.** what procedure to follow with regard to a payment that has been declined
- KU27.** what might happen if one does not report errors
- KU28.** procedures for collecting the contents of the payment point and who one should hand payments over to
- KU29.** procedure for maintaining the imprest and cash
- KU30.** perform numerical calculation
- KU31.** apply simple formulae for calculations

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant accounting practices
- GS2.** interpret and follow operational instructions and prioritise work
- GS3.** read and interpret information correctly from various job specification documents, manuals etc. applicable to the job in English and/or local language
- GS4.** feed correct information in the billing format
- GS5.** communicate effectively with others when carrying out tasks
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS8.** check and clarify task-related information

## Qualification Pack

- GS9.** communicate with people in respectful form and manner in line with organizational protocol
- GS10.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS11.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS12.** build customer relationships and use service and customer centric approach
- GS13.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS14.** identify immediate or temporary solutions to resolve delays

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receiving payment after service</i>	<b>15</b>	<b>35</b>	-	-
<b>PC1.</b> make sure that payment point is working and that all needed material such as stationery, till/ credit/ debit rolls are available or processing either of cash, travellers cheques, drafts	1.5	4	-	-
<b>PC2.</b> maintain the payment point and restock it when necessary	1	2.5	-	-
<b>PC3.</b> enter / scan information into the payment point correctly	1	2.5	-	-
<b>PC4.</b> organize and present accounts to customers on request	1	2.5	-	-
<b>PC5.</b> tell the customer how much they have to pay, if asked and modes of payments accepted	2.5	5	-	-
<b>PC6.</b> acknowledge the customers payment and validate it where necessary	1	2.5	-	-
<b>PC7.</b> follow correct procedure for chip and pin transactions	1	2	-	-
<b>PC8.</b> put the payment in the right place according to the organizations procedures	1	2	-	-
<b>PC9.</b> give correct change for cash transactions	1	2.5	-	-
<b>PC10.</b> carry out transactions without delay and give relevant confirmation to the customer	1	2	-	-
<b>PC11.</b> make the payment point contents available for authorized collection	1	2.5	-	-
<b>PC12.</b> process accounts in accordance with standard operating procedures	1	2.5	-	-
<b>PC13.</b> farewell guests courteously from the restaurant/dining area in accordance with standard operating procedures	1	2.5	-	-
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0304
<b>NOS Name</b>	Deal with customer payment
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	26/03/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA



## Qualification Pack

### THC/N0305: Resolve customer service issues

#### Description

This OS unit is about the effective handling of customer complaints related to food and beverage service

#### Scope

This unit/task covers the following:

#### Elements and Performance Criteria

##### *Spotting customer service issues*

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

- PC1.** spot customer service issues
- PC2.** listen carefully to the customers about any problem they have raised
- PC3.** ask customers about the problem to check your understanding
- PC4.** recognize repeated problems and alert the appropriate authority
- PC5.** share customer feedback with others to identify potential problems before they happen
- PC6.** identify problems with systems and procedures before they begin to affect your customers

##### *Resolving customer problems*

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

- PC7.** identify the options for resolving a customer service issue
- PC8.** work with others to identify and confirm the options to resolve a customer service issue
- PC9.** work out the advantages and disadvantages of each option for the customer and the organization
- PC10.** pick the best option for the customer and the organization
- PC11.** identify for the customer other ways that the issue may be resolved if one is unable to help
- PC12.** take action to resolve customer service issue
- PC13.** discuss and agree the options for solving the problem with the customer
- PC14.** take action to implement the option agreed with the customer
- PC15.** work with others and the customer to make sure that any promises related to solving the problem are kept
- PC16.** keep the customer fully informed about what is happening to resolve the problem
- PC17.** check with the customer to make sure the problem has been resolved to their satisfaction
- PC18.** give clear reasons to the customer when the problem has not been resolved to their satisfaction

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** own job role and responsibilities and sources for information pertaining to job role and responsibilities
- KU2.** reporting structure, inter-dependent functions, lines and procedures in the
- KU3.** work area
- KU4.** relevant people and their responsibilities within the work area
- KU5.** escalation matrix and procedures for reporting work and employment related issues
- KU6.** documentation and related procedures applicable in the context of work
- KU7.** importance and purpose of documentation in context of work
- KU8.** workplace and servicing procedures and policies for carrying out F&B service tasks
- KU9.** service standards required in the workplace
- KU10.** why it is important to tell the customer about any delays and how you should do so
- KU11.** organizational procedures and systems for dealing with customer service problems
- KU12.** how to defuse potentially stressful situations
- KU13.** how to negotiate
- KU14.** limitations of what one can offer to the customer
- KU15.** types of action that may make a customer problem worse and should be avoided
- KU16.** typical workflow structure for service within a food and beverage service environment
- KU17.** hygiene and safety issues of specific relevance to food and beverage service

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant to food and beverage activities
- GS2.** interpret and follow operational instructions and prioritise work
- GS3.** read and interpret information correctly from various job specification documents, manuals, health and safety instructions, etc., applicable to the job in English and/or local language
- GS4.** complete documentation as per work requirements
- GS5.** communicate effectively with others when carrying out tasks
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS8.** check and clarify task-related information
- GS9.** communicate with people in respectful form and manner in line with organizational protocol
- GS10.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS11.** work in a team in order to achieve better results
- GS12.** identify and clarify work roles within a team
- GS13.** communicate and cooperate with others in the team
- GS14.** seek assistance from fellow team members
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry

## Qualification Pack

- GS16.** build customer relationships and use service and customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** identify immediate or temporary solutions to resolve delays

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Spotting customer service issues</i>	<b>6.5</b>	<b>9.5</b>	-	-
<b>PC1.</b> spot customer service issues	1	1	-	-
<b>PC2.</b> listen carefully to the customers about any problem they have raised	1	2	-	-
<b>PC3.</b> ask customers about the problem to check your understanding	1	1	-	-
<b>PC4.</b> recognize repeated problems and alert the appropriate authority	1	2	-	-
<b>PC5.</b> share customer feedback with others to identify potential problems before they happen	1	1.5	-	-
<b>PC6.</b> identify problems with systems and procedures before they begin to affect your customers	1.5	2	-	-
<i>Resolving customer problems</i>	<b>13.5</b>	<b>20.5</b>	-	-
<b>PC7.</b> identify the options for resolving a customer service issue	1	1	-	-
<b>PC8.</b> work with others to identify and confirm the options to resolve a customer service issue	2	2	-	-
<b>PC9.</b> work out the advantages and disadvantages of each option for the customer and the organization	1	2	-	-
<b>PC10.</b> pick the best option for the customer and the organization	1	1	-	-
<b>PC11.</b> identify for the customer other ways that the issue may be resolved if one is unable to help	1.5	2	-	-
<b>PC12.</b> take action to resolve customer service issue	1	2	-	-
<b>PC13.</b> discuss and agree the options for solving the problem with the customer	1	1.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> take action to implement the option agreed with the customer	1	2	-	-
<b>PC15.</b> work with others and the customer to make sure that any promises related to solving the problem are kept	1	1.5	-	-
<b>PC16.</b> keep the customer fully informed about what is happening to resolve the problem	1	2	-	-
<b>PC17.</b> check with the customer to make sure the problem has been resolved to their satisfaction	1	1.5	-	-
<b>PC18.</b> give clear reasons to the customer when the problem has not been resolved to their satisfaction	1	2	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0305
<b>NOS Name</b>	Resolve customer service issues
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	26/03/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA

## Qualification Pack

### 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

## Qualification Pack

### *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



## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

- 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

## Qualification Pack

- 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



## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

**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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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



### Qualification Pack

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	-	-
<b>NOS Total</b>	<b>14</b>	<b>36</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### 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 companys 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 relatetd and other grievance
- PC4.** inform about methods adopted to ensure safety andpersonal and baggage security of women, e.g., CCTV cameras, security guards, womens 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

## Qualification Pack

- 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?

## Qualification Pack

**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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Educating customer on specific facilities and services available</i>	<b>6.5</b>	<b>7.5</b>	-	-
<b>PC1.</b> educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	1.5	-	-	-
<b>PC2.</b> inform about companys policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff	1.5	-	-	-
<b>PC3.</b> list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity relatetd and other grievance	1	-	-	-
<b>PC4.</b> 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	-	-
<b>PC5.</b> 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	-	-
<b>PC6.</b> 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	-	-
<b>PC7.</b> ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment	0.5	1.5	-	-
<b>PC8.</b> 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>	<b>3.5</b>	<b>12.5</b>	-	-

### Qualification Pack

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

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC21.</b> 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	-	-
<b>PC22.</b> establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues	0.5	1.5	-	-
<b>PC23.</b> frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell	0.5	1.5	-	-
<b>PC24.</b> 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	-	-
<b>PC25.</b> ensure safety and security of women at all levels	0.5	1.5	-	-
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### 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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

- 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

## Qualification Pack

- 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



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensuring cleanliness around workplace</i>	<b>7</b>	<b>14</b>	-	-
<b>PC1.</b> keep the workplace regularly clean and cleared-off of food waste or other litter	0.5	1	-	-
<b>PC2.</b> ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal	0.5	1	-	-
<b>PC3.</b> ensure that the trash cans or waste collection points are cleared everyday	0.5	1	-	-
<b>PC4.</b> arrange for regular pest control activities at the workplace	0.5	1	-	-
<b>PC5.</b> to maintain records for cleanliness and maintenance schedule	0.5	1	-	-
<b>PC6.</b> ensure the workplace is well ventilated with fresh air supply	0.5	1	-	-
<b>PC7.</b> check the air conditioner and other mechanical systems on a regular basis and maintain them well	0.5	1	-	-
<b>PC8.</b> ensure the workplace is provided with sufficient lighting	0.5	1	-	-
<b>PC9.</b> ensure clean work environment where food is stored, prepared, displayed and served	0.5	1	-	-
<b>PC10.</b> ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc	0.5	1	-	-
<b>PC11.</b> identify and report poor organizational practices with respect to hygiene, food handling, cleaning	0.5	1	-	-
<b>PC12.</b> 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
<b>PC13.</b> ensure to clean the store areas with appropriate materials and procedures	0.5	1	-	-
<b>PC14.</b> 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>	<b>3</b>	<b>6.5</b>	-	-
<b>PC15.</b> 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	-	-
<b>PC16.</b> ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc	0.5	1	-	-
<b>PC17.</b> wash the cups, glasses or other cutlery clean before and after using them	0.5	1	-	-
<b>PC18.</b> 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	-	-
<b>PC19.</b> 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	-	-
<b>PC20.</b> ensure no cross contaminations of items such as linen, towels, utensils, etc	0.5	1	-	-
<i>Taking precautionary health measures</i>	<b>5.5</b>	<b>14</b>	-	-
<b>PC21.</b> report on personal health issues related to injury, food, air and infectious diseases	0.5	1	-	-
<b>PC22.</b> ensure not to go for work if unwell, to avoid the risk of being spread to other people	0.5	1	-	-
<b>PC23.</b> use a tissue, cover the mouth and turn away from people while sneezing or coughing	0.5	1.5	-	-
<b>PC24.</b> wash hands on using these tissues after coughing and sneezing and after using the wastes	0.5	1.5	-	-

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Taking precautionary measures to avoid work hazards</i>	<b>3.5</b>	<b>5</b>	-	-
<b>PC1.</b> assess the various work hazards	1	-	-	-
<b>PC2.</b> take necessary steps to eliminate or minimize them	0.5	1	-	-
<b>PC3.</b> suggest methods to improve the existing safety procedures at the workplace	0.5	1	-	-
<b>PC4.</b> analyze the causes of accidents at the workplace	0.5	1	-	-
<b>PC5.</b> suggest measures to prevent such accidents from taking place	0.5	1	-	-
<b>PC6.</b> 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>	<b>8</b>	<b>21</b>	-	-
<b>PC7.</b> be aware of the locations of fire extinguishers, emergency exits, etc	0.5	1	-	-
<b>PC8.</b> practice correct emergency procedures	0.5	1	-	-
<b>PC9.</b> check and review the storage areas frequently	0.5	1	-	-
<b>PC10.</b> 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	-	-
<b>PC11.</b> ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc	0.5	1	-	-
<b>PC12.</b> store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch	0.5	1	-	-
<b>PC13.</b> 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
<b>PC14.</b> ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools	0.5	1	-	-
<b>PC15.</b> read the manufacturers manual carefully before use of any equipment	0.5	1	-	-
<b>PC16.</b> unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries	0.5	1.5	-	-
<b>PC17.</b> keep the floors free from water and grease to avoid slippery surface	0.5	1.5	-	-
<b>PC18.</b> ensure to use non slip liquids and waxes to polish and treat floors	0.5	1	-	-
<b>PC19.</b> use rubber mats to the places where floors are constantly wet	0.5	1.5	-	-
<b>PC20.</b> ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc	0.5	1.5	-	-
<b>PC21.</b> use flat surfaces, secure holding and protective wear while using such sharp tools	0.5	1.5	-	-
<b>PC22.</b> use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	0.5	1.5	-	-
<b>PC23.</b> practice personal safety when lifting, bending, or moving equipment and supplies	0.5	1.5	-	-
<i>Using safety tools or personal protective equipment</i>	<b>2</b>	<b>6</b>	-	-
<b>PC24.</b> ensure the workers have access to first aid kit when needed	-	1	-	-
<b>PC25.</b> ensure all equipment and tools are stored and maintained properly and safe to use	0.5	1	-	-
<b>PC26.</b> 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	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC27.</b> Ensure to display safety signs at places where necessary for people to be cautious	-	1	-	-
<b>PC28.</b> 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	-	-
<b>PC29.</b> 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>	<b>1.5</b>	<b>3</b>	-	-
<b>PC30.</b> document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken	0.5	1	-	-
<b>PC31.</b> comply with the established safety procedures of the workplace	0.5	0.5	-	-
<b>PC32.</b> report to the supervisor on any problems and hazards identified	-	0.5	-	-
<b>PC33.</b> ensure zero accident at workplace	-	0.5	-	-
<b>PC34.</b> adhere to safety standards and ensure no material damage	0.5	0.5	-	-
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### Minimum Aggregate Passing % at QP Level : 60

(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/N0301.Plan for serving food and beverages	20	30	-	-	50	10
THC/N0302.Greet customer, take order, serve food and beverages	15	35	-	-	50	10
THC/N0303.Clean tables and counters	15	35	-	-	50	10
THC/N0304.Deal with customer payment	15	35	-	-	50	10
THC/N0305.Resolve customer service issues	20	30	-	-	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	5
THC/N9905.Maintain IPR of organisation and customer	27.5	22.5	-	-	50	5
THC/N9906.Maintain health and hygiene	15.5	34.5	-	-	50	5

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N9907.Maintain safety at workplace	15	35	-	-	50	5
<b>Total</b>	<b>200.5</b>	<b>399</b>	<b>-</b>	<b>-</b>	<b>599.5</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.



## Qualification Pack



# Food & Beverage Service - Associate

QP Code: THC/Q0301

Version: 2.0

NSQF Level: 4

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place  
New Delhi 110001. || email:assessment@thsc.in

## Qualification Pack

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## Qualification Pack

### THC/Q0301: Food & Beverage Service - Associate

#### Brief Job Description

The individual at work is responsible for receiving the guests, taking orders, and serving food and beverages to guests. The person also carries out after dining activities like presenting the bill and sending off the guests.

#### Personal Attributes

The job requires the individual to be polite, well-groomed, and service-oriented with interpersonal skills and attention to detail.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0301: Provide efficient food and beverages service to guests](#)
2. [THC/N0303: Perform post-dining activities](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5123.20

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	10th Class/I.T.I (two years after class 8th) with 1 Year of experience in Food & Beverage Service department OR 10th Class/I.T.I (one year after class 8th and with one year of experience) with 1 Year of experience in Food & Beverage Service department OR Certificate-NSQF (Level- 3 Food & Beverage Service Assistant)
<b>Minimum Level of Education for Training in School</b>	9th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	16/12/2020
<b>Next Review Date</b>	27/05/2024
<b>NSQC Approval Date</b>	27/05/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/TH/THSC/04277
<b>NQR Version</b>	1

## Qualification Pack

### THC/N0301: Provide efficient food and beverages service to guests

#### Description

This OS unit is about providing efficient food and beverage service to guests by inspecting and organizing the service and guest dining area, receiving guests, taking food and beverage orders, and checking, if ordered food and beverage has been served to the guests as per standards.

#### Scope

The scope covers the following :

- Inspect and organize service and dining area
- Greet and receive the guest
- Take orders from guest
- Serve food and beverage to guest

#### Elements and Performance Criteria

##### *Inspect and organize service and dining area*

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

- PC1.** ensure the cleanliness of the food service area such as dining tables, sideboards, trolleys, counters, etc. as per the organizational standards
- PC2.** check for pre-bookings or guest reservations
- PC3.** check arrangement of the tables as per standard layout
- PC4.** ensure tables have been set with linens, tableware and glasses
- PC5.** make sure that essentials such as paper napkins, ketchup, salt and pepper, etc. are replenished in timely manner
- PC6.** check and ensure that side-station has sufficient equipment to ensure smooth service
- PC7.** coordinate with duty chef for the list of available and non-available items, and special dishes of the day
- PC8.** confirm proper working of lighting and ventilation facilities
- PC9.** make sure the dining room temperature is comfortable
- PC10.** verify that all glassware and cutlery are cleaned and polished and free from chips, cracks or damage
- PC11.** ensure the music is organized at the right noise level

##### *Greet and receive the guest*

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

- PC12.** greet the guests promptly as they arrive and appropriately as per organizational service policy
- PC13.** assist the guests in finding seats
- PC14.** ensure that guests are seated comfortably
- PC15.** ensure that all guests' requests and queries are addressed promptly and effectively such as high chairs for children etc.

## Qualification Pack

**PC16.** ensure welcome drinks and snacks are served to the guests, if applicable

**PC17.** inform the guests about the options available in the outlet such as buffet, a la carte, etc.

### *Take orders from guest*

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

**PC18.** present the menu card to the guests

**PC19.** ask the guest about their food or beverage preference

**PC20.** assist guests in choosing items according to their tastes

**PC21.** inform guests about the special dishes available for the day

**PC22.** provide suggestions to guests on beverages that complement the food items they have ordered

**PC23.** decline orders for unavailable items in a pleasant manner

**PC24.** advise suitable alternatives for the demanded unavailable items

**PC25.** respond to guest's queries or doubts regarding menu items, ingredients used, food preparation process, etc.

**PC26.** upsell food items and new beverages or high selling products to ensure profitable transactions for the organization

**PC27.** note the guest's orders manually or using handheld device

**PC28.** repeat and confirm the order with guest

**PC29.** provide estimated delivery time of the order to the guest

### *Serve food and beverage to guest*

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

**PC30.** ensure that orders are communicated to the kitchen and bar promptly and accurately

**PC31.** coordinate with the kitchen staff to expedite orders, ensuring that they are served in a timely fashion

**PC32.** check the served food and beverages meet appropriate serving temperature

**PC33.** make sure the guests meet regulatory requirement for serving alcoholic beverages

**PC34.** ensure the correct dish is served along with the appropriate cutlery to a guest where multiple orders have been placed

**PC35.** ensure the dishes are served in the correct sequence as per standard procedures (e.g. starters, beverage/alcoholic beverage, main dishes, dessert etc.)

**PC36.** ensure plates are removed without disturbing guests when they finish an item

**PC37.** refill glasses with water/beverage, if needed

**PC38.** make sure guests' inquiries are appropriately responded

**PC39.** ensure proper assistance is provided to the guests throughout their dining experience

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** FSSAI (Food Safety and Standards Authority of India) guidelines for food safety

**KU2.** occupational health and safety requirements applicable at the workplace

## Qualification Pack

- KU3.** organizational policy and work instructions on receiving and greeting guests, sale promotion offers, food safety and quality standards
- KU4.** government's food and beverage regulations
- KU5.** SOP on order taking, serving, and delivery standards
- KU6.** table settings procedure as per organizational standards
- KU7.** different napkin folding techniques
- KU8.** types and use of equipment required in the dining area
- KU9.** details of items available on the menu, especially the specials for the day
- KU10.** preparation time and ingredients of the items on the menu card
- KU11.** ideal food and beverage combinations
- KU12.** types of alcoholic/non-alcoholic beverages
- KU13.** reservation and seating policy of the organization
- KU14.** storage and maintenance procedure for cutlery, condiments, and other dining accessories

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant to F&B activities
- GS2.** maintain appropriate documentation to fulfill duties
- GS3.** communicate effectively with guests and co-workers
- GS4.** identify immediate or temporary solutions to resolve delays
- GS5.** coordinate with different departments for smooth workflow

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect and organize service and dining area</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> ensure the cleanliness of the food service area such as dining tables, sideboards, trolleys, counters, etc. as per the organizational standards	-	-	-	-
<b>PC2.</b> check for pre-bookings or guest reservations	-	-	-	-
<b>PC3.</b> check arrangement of the tables as per standard layout	-	-	-	-
<b>PC4.</b> ensure tables have been set with linens, tableware and glasses	-	-	-	-
<b>PC5.</b> make sure that essentials such as paper napkins, ketchup, salt and pepper, etc. are replenished in timely manner	-	-	-	-
<b>PC6.</b> check and ensure that side-station has sufficient equipment to ensure smooth service	-	-	-	-
<b>PC7.</b> coordinate with duty chef for the list of available and non-available items, and special dishes of the day	-	-	-	-
<b>PC8.</b> confirm proper working of lighting and ventilation facilities	-	-	-	-
<b>PC9.</b> make sure the dining room temperature is comfortable	-	-	-	-
<b>PC10.</b> verify that all glassware and cutlery are cleaned and polished and free from chips, cracks or damage	-	-	-	-
<b>PC11.</b> ensure the music is organized at the right noise level	-	-	-	-
<i>Greet and receive the guest</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC12.</b> greet the guests promptly as they arrive and appropriately as per organizational service policy	-	-	-	-
<b>PC13.</b> assist the guests in finding seats	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> ensure that guests are seated comfortably	-	-	-	-
<b>PC15.</b> ensure that all guests' requests and queries are addressed promptly and effectively such as high chairs for children etc.	-	-	-	-
<b>PC16.</b> ensure welcome drinks and snacks are served to the guests, if applicable	-	-	-	-
<b>PC17.</b> inform the guests about the options available in the outlet such as buffet, a la carte, etc.	-	-	-	-
<i>Take orders from guest</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC18.</b> present the menu card to the guests	-	-	-	-
<b>PC19.</b> ask the guest about their food or beverage preference	-	-	-	-
<b>PC20.</b> assist guests in choosing items according to their tastes	-	-	-	-
<b>PC21.</b> inform guests about the special dishes available for the day	-	-	-	-
<b>PC22.</b> provide suggestions to guests on beverages that complement the food items they have ordered	-	-	-	-
<b>PC23.</b> decline orders for unavailable items in a pleasant manner	-	-	-	-
<b>PC24.</b> advise suitable alternatives for the demanded unavailable items	-	-	-	-
<b>PC25.</b> respond to guest's queries or doubts regarding menu items, ingredients used, food preparation process, etc.	-	-	-	-
<b>PC26.</b> upsell food items and new beverages or high selling products to ensure profitable transactions for the organization	-	-	-	-
<b>PC27.</b> note the guest's orders manually or using handheld device	-	-	-	-
<b>PC28.</b> repeat and confirm the order with guest	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC29.</b> provide estimated delivery time of the order to the guest	-	-	-	-
<i>Serve food and beverage to guest</i>	<b>20</b>	<b>30</b>	-	<b>15</b>
<b>PC30.</b> ensure that orders are communicated to the kitchen and bar promptly and accurately	-	-	-	-
<b>PC31.</b> coordinate with the kitchen staff to expedite orders, ensuring that they are served in a timely fashion	-	-	-	-
<b>PC32.</b> check the served food and beverages meet appropriate serving temperature	-	-	-	-
<b>PC33.</b> make sure the guests meet regulatory requirement for serving alcoholic beverages	-	-	-	-
<b>PC34.</b> ensure the correct dish is served along with the appropriate cutlery to a guest where multiple orders have been placed	-	-	-	-
<b>PC35.</b> ensure the dishes are served in the correct sequence as per standard procedures (e.g. starters, beverage/alcoholic beverage, main dishes, dessert etc.)	-	-	-	-
<b>PC36.</b> ensure plates are removed without disturbing guests when they finish an item	-	-	-	-
<b>PC37.</b> refill glasses with water/beverage, if needed	-	-	-	-
<b>PC38.</b> make sure guests' inquiries are appropriately responded	-	-	-	-
<b>PC39.</b> ensure proper assistance is provided to the guests throughout their dining experience	-	-	-	-
<b>NOS Total</b>	<b>75</b>	<b>85</b>	-	<b>40</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0301
<b>NOS Name</b>	Provide efficient food and beverages service to guests
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## Qualification Pack

### THC/N0303: Perform post-dining activities

#### Description

This OS unit is about undertaking after dining activities such as presenting the bill, sending off the guests, and preparing the table for next guest.

#### Scope

The scope covers the following :

- Present the bill to the guest
- Prepare table for next guest

#### Elements and Performance Criteria

##### *Present the bill to the guest*

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

- PC1.** provide after-meals services such as providing mouth fresheners and finger-bowls as per organization standards
- PC2.** handle guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times
- PC3.** ensure guest complaints and comments are reported to management
- PC4.** ensure that the guest is billed only for the items they had ordered
- PC5.** present the bill to the guest as per standard procedure
- PC6.** process the payment through various methods as chosen by the guest like cash, debit/credit card, e-wallet, etc. and present it to the bill desk/cash terminal
- PC7.** take the feedback from the guest using feedback form or handheld device
- PC8.** pull the chair backwards politely as guests decide to leave
- PC9.** thank the guest and invite to visit again

##### *Prepare table for next guest*

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

- PC10.** ensure removal of used dishware, tableware and leftover food items from the dining table
- PC11.** sanitize the tables, chairs, high chairs, and any other open surfaces and menu
- PC12.** ensure the area is cleaned and mopped for any food droppings
- PC13.** ensure the tables/chairs are rearranged promptly as per standard table arrangement policy for next guests to be seated in a timely manner
- PC14.** ensure timely replenishment of tableware, napkins, and other essential items on the tables for next guests taking minimum time
- PC15.** restock the service stations and cabinets with clean glassware, cutlery, and other items
- PC16.** ensure recycling procedures for all used items as per organization policy

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** procedure to present a bill to guest and process payments
- KU2.** digital payment methods
- KU3.** daily cash management process
- KU4.** procedure for receiving feedback from the guest
- KU5.** SOP and service quality standards to send off the guests
- KU6.** procedure for storing the glassware, tableware and other equipment
- KU7.** post-dining clean-up process
- KU8.** waste management procedures

### Generic Skills (GS)

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

- GS1.** read instructions, menu card, SOP, organizational policies etc.
- GS2.** communicate effectively with guests and co-workers
- GS3.** manage time efficiently to handle guest orders
- GS4.** spot and report potential guest problems to manager

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Present the bill to the guest</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> provide after-meals services such as providing mouth fresheners and finger-bowls as per organization standards	-	-	-	-
<b>PC2.</b> handle guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times	-	-	-	-
<b>PC3.</b> ensure guest complaints and comments are reported to management	-	-	-	-
<b>PC4.</b> ensure that the guest is billed only for the items they had ordered	-	-	-	-
<b>PC5.</b> present the bill to the guest as per standard procedure	-	-	-	-
<b>PC6.</b> process the payment through various methods as chosen by the guest like cash, debit/credit card, e-wallet, etc. and present it to the bill desk/cash terminal	-	-	-	-
<b>PC7.</b> take the feedback from the guest using feedback form or handheld device	-	-	-	-
<b>PC8.</b> pull the chair backwards politely as guests decide to leave	-	-	-	-
<b>PC9.</b> thank the guest and invite to visit again	-	-	-	-
<i>Prepare table for next guest</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC10.</b> ensure removal of used dishware, tableware and leftover food items from the dining table	-	-	-	-
<b>PC11.</b> sanitize the tables, chairs, high chairs, and any other open surfaces and menu	-	-	-	-
<b>PC12.</b> ensure the area is cleaned and mopped for any food droppings	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> ensure the tables/chairs are rearranged promptly as per standard table arrangement policy for next guests to be seated in a timely manner	-	-	-	-
<b>PC14.</b> ensure timely replenishment of tableware, napkins, and other essential items on the tables for next guests taking minimum time	-	-	-	-
<b>PC15.</b> restock the service stations and cabinets with clean glassware, cutlery, and other items	-	-	-	-
<b>PC16.</b> ensure recycling procedures for all used items as per organization policy	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0303
<b>NOS Name</b>	Perform post-dining activities
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021



## Qualification Pack

### THC/N9901: Communicate effectively and maintain service standards

#### Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

#### Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

#### Elements and Performance Criteria

##### *Communicate effectively with guests, colleagues and superiors*

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

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

##### *Maintain professional etiquette*

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

##### *Provide specific services as per the guests' requirements*

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

## Qualification Pack

**PC19.** follow gender and age sensitive service practices at all times

**PC20.** adhere to the company policies related to prevention of sexual harassment

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizational policies on behavioural etiquette and professionalism

**KU2.** organizational policies on gender sensitive service practices at workplace

**KU3.** organizational hierarchy and reporting structure

**KU4.** documentation policy and procedures of the organization

**KU5.** service quality standards as per organizational policies

**KU6.** complaint handling policy and procedures

**KU7.** SOP on personal hygiene

**KU8.** procedure of giving and receiving feedback positively

**KU9.** gender specific requirements of different types of guest

**KU10.** specific requirements of different age-groups of guests

**KU11.** age and gender specific etiquette

**KU12.** key helpline numbers

**KU13.** organizational policy with regards to Persons with disability

### Generic Skills (GS)

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

**GS1.** read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

**GS2.** interact with coworkers to work efficiently

**GS3.** communicate effectively with the guests

**GS4.** solve problem when required

**GS5.** improve work processes by incorporating guests' feedback

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> clarify guest's requirements by asking appropriate questions	-	-	-	-
<b>PC4.</b> address guest's dissatisfactions and complaints effectively	-	-	-	-
<b>PC5.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC6.</b> inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
<b>PC7.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC8.</b> escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
<b>PC9.</b> pass on essential information to the colleagues timely	-	-	-	-
<b>PC10.</b> report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC11.</b> report to work on time	-	-	-	-
<b>PC12.</b> follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
<b>PC13.</b> follow the dress code as per organizational policy	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> maintain personal hygiene	-	-	-	-
<b>PC15.</b> respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC16.</b> offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
<b>PC17.</b> provide assistance to Persons with Disability, if required	-	-	-	-
<b>PC18.</b> follow the organisational policies specified for Persons with Disability	-	-	-	-
<b>PC19.</b> follow gender and age sensitive service practices at all times	-	-	-	-
<b>PC20.</b> adhere to the company policies related to prevention of sexual harassment	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9901
<b>NOS Name</b>	Communicate effectively and maintain service standards
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N9903: Maintain organisational confidentiality and respect guests' privacy

#### Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

#### Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

#### Elements and Performance Criteria

##### *Maintain organisational confidentiality*

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

##### *Respect guest's privacy*

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

#### Generic Skills (GS)

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



## Qualification Pack

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>6</b>	-	<b>3</b>
<b>PC1.</b> ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
<b>PC2.</b> comply to organizational IPR policy at all times	-	-	-	-
<b>PC3.</b> report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
<b>PC4.</b> maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	<b>4</b>	<b>4</b>	-	<b>2</b>
<b>PC5.</b> protect personal and financial information of the guest	-	-	-	-
<b>PC6.</b> refrain self from infringing upon guest's professional deals and plans	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>10</b>	-	<b>5</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9903
<b>NOS Name</b>	Maintain organisational confidentiality and respect guests' privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N9906: Follow Health, Hygiene and Safety practices

#### Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

#### Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

#### Elements and Performance Criteria

##### *Maintain personal and workplace hygiene*

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

##### *Take precautionary health measures*

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

##### *Follow standard safety procedure*

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

##### *Follow effective waste management*

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

## Qualification Pack

- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

### Generic Skills (GS)

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

- GS1.** read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with guests and co-workers
- GS4.** analyze the impact of not adhering to the health and safety procedures

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
<b>PC2.</b> clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
<b>PC3.</b> clean the crockery and other articles as per established standards	-	-	-	-
<b>PC4.</b> sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
<b>PC5.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
<b>PC6.</b> use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
<b>PC7.</b> dispose of the waste as per the prescribed standards	-	-	-	-
<b>PC8.</b> maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	<b>5</b>	<b>5</b>	-	-
<b>PC9.</b> attend regular health check-ups organized by the management	-	-	-	-
<b>PC10.</b> report personal health issues related to injury, food, air and infectious disease	-	-	-	-
<b>PC11.</b> report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	<b>5</b>	<b>10</b>	-	<b>5</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
<b>PC13.</b> follow first aid procedures appropriately	-	-	-	-
<b>PC14.</b> identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC15.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
<b>PC16.</b> segregate waste into different coloured dustbins	-	-	-	-
<b>PC17.</b> handle the waste as per SOP	-	-	-	-
<b>PC18.</b> recycle waste wherever applicable	-	-	-	-
<b>PC19.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>NOS Total</b>	<b>25</b>	<b>35</b>	-	<b>15</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9906
<b>NOS Name</b>	Follow Health, Hygiene and Safety practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the 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 a minimum of 70% of % aggregate marks to successfully clear the assessment.

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7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

### Minimum Aggregate Passing % at QP Level : 60

(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/N0301. Provide efficient food and beverages service to guests	75	85	-	40	200	25
THC/N0303. Perform post-dining activities	40	40	-	20	100	25
THC/N9901. Communicate effectively and maintain service standards	40	40	-	20	100	25
THC/N9903. Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906. Follow Health, Hygiene and Safety practices	25	35	-	15	75	20
<b>Total</b>	<b>190</b>	<b>210</b>	<b>-</b>	<b>100</b>	<b>500</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>IPR</b>	Intellectual Property Rights
<b>ISO</b>	International Standards Organization



## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.