



QUALIFICATION FILE

Food & Beverage Service Manager

- Short Term Training (STT) Long Term Training (LTT) Apprenticeship
 Upskilling Dual/Flexi Qualification For ToT For ToA
- General Multi-skill (MS) Cross Sectoral (CS) Future Skills OEM
NCrF/NSQF Level: 6

Submitted By:

Tourism and Hospitality Skill Council

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place
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Section 1: Basic Details

1.	Qualification Name	Food & Beverage Service Manager																	
2.	Sector/s	Tourism & Hospitality																	
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2022/TH/THSC/05468	Qualification Name of existing/previous version: Food & Beverage Service Manager																
4.	a. OEM Name b. Qualification Name (Wherever applicable)																		
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-06-TH-02011-2024-V1-THSC	6. NCrF/NSQF Level: 6																
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																	
8.	Brief Description of the Qualification	The individual at work is responsible for planning and implementing policies and budget for the food and beverage department, monitoring daily operation and managing the food & beverage staff.																	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Completed 4-year UG Degree in relevant field</td> <td>7 years of experience.</td> </tr> <tr> <td>2.</td> <td>Completed 2 years of diploma after 12th</td> <td>9 years of relevant experience</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 5.5</td> <td>1.5 years of relevant experience</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 5</td> <td>3 years of relevant experience</td> </tr> </tbody> </table> b. Age -30 years			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	Completed 4-year UG Degree in relevant field	7 years of experience.	2.	Completed 2 years of diploma after 12th	9 years of relevant experience	3.	Previous relevant Qualification of NSQF Level 5.5	1.5 years of relevant experience	4.	Previous relevant Qualification of NSQF Level 5	3 years of relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																	
1.	Completed 4-year UG Degree in relevant field	7 years of experience.																	
2.	Completed 2 years of diploma after 12th	9 years of relevant experience																	
3.	Previous relevant Qualification of NSQF Level 5.5	1.5 years of relevant experience																	
4.	Previous relevant Qualification of NSQF Level 5	3 years of relevant experience																	
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	21	11. Common Cost Norm Category (I/II/III) (wherever applicable):II																
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																	

13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended				
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)
		Classroom (offline)		280:00	120:00	400:00
		Online	230:00			230:00
		(Refer Blended Learning Annexure for details)				
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/1120.3000				
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Director- Food & Beverages Service				
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi				
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:				
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:				
19.	How Participation of Women will be Encouraged	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.				
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9007. Monitor and maintain health, hygiene and safety at workplace				
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in				
23.	Final Approval Date by NSQC: 31/01/2024	24. Validity Duration: 3 years		25. Next Review Date: 31/01/2027		

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT-On the Job Man.**-Mandatory Training **Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Plan and Implement Policies and Budget	THC/N0327 & v2.0	Core	6	1	10	20	-	0	30	20	25	0	10	55	10
2.	Build and manage an effective team	THC/N0427 & v2.0	Core	6	1	15	15	-	0	30	25	20	0	10	55	5
3.	Manage daily operations	THC/N0328 & v2.0	Core	6	2	15	15	30	0	60	30	10	0	10	50	10
4.	Ensure Optimum Inventory and Menu Costing	THC/N9101 & v2.0	Core	6	2	15	35	10	0	60	20	20	0	5	45	10
5.	Monitor and Control Operational Costs and Transaction	THC/N9102 & v2.0	Core	6	2	20	10	30	0	60	20	20	0	10	50	10
6.	Identify and implement quality standards at a restaurant/hotel	THC/N2801 & v2.0	Core	6	2	15	40	5	0	60	20	30	0	10	60	5
7.	Monitor organizational processes for quality	THC/N2803 & v2.0	Core	6	1	10	20	0	0	30	20	20	0	5	45	5
8.	Manage staff, cost, and business promotion	THC/N5901 & v2.0	Core	6	2	15	25	20	0	60	30	20	0	10	60	15

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks						
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)	
9.	Direct catering operations	THC/N5902 & v2.0	Core	6	2	20	15	25	0	60	10	15	0	5	30	10	
10.	Promote hospitable and courteous behavior	THC/N9911 & v1.0	Non-Core	6	1	15	15	0	0	30	40	40	0	20	100	5	
11.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 & v4.0	Non-Core	6	1	15	15	0	0	30	10	5	0	5	20	5	
12.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9912 & v1.0	Non-Core	6	1	15	15	0	0	30	30	35	0	15	80	5	
13.	Employability Skills (90 Hours)	DGT/VSQ/N0104 & v1.0	Non-Core	6	3	40	50	0	0	90	20	30	0	0	50	5	
Duration (in Hours) / Total Marks						21	220	290	120	0	630	295	290	-	115	700	100

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:**Minimum Pass Percentage – Aggregate at qualification level: 70%** (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)**Minimum Pass Percentage – NOS/Module-wise:** (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)**Section 3: Training Related**

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry and 1 year as a trainer
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	NA
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: NA
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (Mandatory)	Attached
2.	Annexure: List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Attached
3.	Annexure: Detailed Assessment Criteria (Mandatory)	Attached
4.	Annexure: Assessment Strategy (Mandatory)	Attached
5.	Annexure: Blended Learning (Mandatory, in case selected Mode of delivery is "Blended Learning")	Attached
6.	Annexure: Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	Attached
7.	Annexure: Acronym and Glossary (Optional)	Attached
8.	Supporting Document: Model Curriculum (Mandatory – Public view)	Attached
9.	Supporting Document: Career Progression (Mandatory - Public view)	Attached
10.	Supporting Document: Occupational Map (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	Attached
12.	Any other document you wish to submit:	-

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Advanced knowledge with critical understanding of emerging developments <ul style="list-style-type: none"> • Procedure to formulate food and beverage departmental policies and standard operating procedures • Effective ways to monitor proper implementation of the policies and procedures • Methods to perform pricing analysis for food and beverage items • Business forecasting techniques • Method to draft menu and pricing strategies for the same • Market and competitor analysis techniques • Promotional strategies and marketing activities for food and beverage department • Research methods for new products and techniques for food preparation • Budget preparation process • Cost control methods • Techniques to review financial reports • Ways to achieve profitability in the department • Profitability analysis techniques • Upselling and cross selling techniques • Hygiene, safety, legal and other organizational standard requirements for food and beverage operations • Risk assessment strategies • Food and beverage regulatory standards • Customer service standards • Procedure to inspect food and beverage area, tools and equipment • Inventory management process 	<ul style="list-style-type: none"> • A Food & Beverage Service Manager manages operations using professional knowledge and skills like research techniques, ways to achieve profitability in the department, customer service standards etc. • Hence Level 6 	6

	<ul style="list-style-type: none"> • Storage and stock rotational methods for raw material and supplies • Inventory Audit process • Standards of performance in the organisation • Company's human resource policies • Company's reporting and hierarchy structure • Legal and regulatory requirements related to employee management in the industry/sector • Effective leadership and team development practices • Human resource requirements at various levels • Guidelines to craft effective job descriptions • Benefits of delegation of responsibilities • Methods to price the food items • Procedure to handle the POS system • Procedure to conduct physical stock checking • Optimum stock levels for smooth operations of the business • Methods to monitor stock taking • Stock and warehouse auditing procedures • Procedure to maintain inventory accounts • How to handle material control system • Methods to analyze store and material consumption • various operational costs involved in F&B department • Effective ways to control costs • Cost overheads in the organization • Budget and cost control methods • Types of financial reports prepared in the F&B department • Variance analysis • Procedure and importance of verifying KOT and BOT • Operating procedure of POS and PMS 		
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	<ul style="list-style-type: none"> • Methods to verify system transactions • Organization’s presentational standards • Costs of waste and inefficiency • Relationship of portion control to cost and profit margin ratios • Cuisine types and their characteristics • Past, current and emerging trends in the food industry • Formal and informal research methods to extend and update knowledge • Procedure to design menu • Budget preparation and control process • Cost control methods • Financial management procedures • Format of various financial reports related to budget and cost control • Significance of adhering to the budget and cost control procedures • Evaluation methods for staffing levels • Procedure to write job descriptions and performance parameters like KRA, KPI, etc. • Method to prepare work schedule and rosters • Effective ways of delegating work and responsibilities • Human resource management • Organizational grooming and hygiene standards • Role and importance of monitoring staff performance and providing feedback and coaching • Key elements of performance standards and performance management systems • Potential solutions to staff performance issues • Performance appraisal practices • Ways to provide constructive feedback • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace 		
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	<ul style="list-style-type: none"> • Organizational reporting and hierarchy structure • Documentation policy and procedures of the organization • Service quality standards as per organizational policies • Complaint handling policy and procedures • SOP on personal hygiene • Procedure of giving and receiving feedback positively • Specific requirements of different age-groups of guests • Age and gender specific etiquette • Organizational policy with regards to Persons with disability • Significance of professional etiquette and behaviour • Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them • Organisation's policies on intellectual property rights and confidential information • Organisation's product, service or design patents • How Intellectual property protection is important for competitiveness of an organisation • Guidelines for crafting effective SOPs regarding IPR • Procedure for disposal of confidential documents • Confidential data protection methods • Organizational policies on safety procedures at workplace • Procedure to maintain cleanliness standards at workplace • Compliance norms for established health and hygiene procedures at workplace • Importance of preventive health check-up and healthy living 		
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	<ul style="list-style-type: none"> • Purpose and usage of PPE such as gloves, protective goggles, masks, etc. • Basic first aid procedures • Methods to minimize accidental risks • The significance of safe handling of chemicals, acids, etc. for cleaning • Instructions for operating and handling equipment as per standard • Emergency to be followed in case of a mishappening such as fire accidents, etc. 		
<p>Professional and Technical Skills/ Expertise/ Professional Knowledge</p>	<p>Highly specialized skills , transdisciplinary skills, leadership skills</p> <ul style="list-style-type: none"> • Take decisions in a time bound manner • Resolve problems • Analyze resource requirement • Take quick decisions • Analyze current industry trends in product development, service standards, and guest demands and likings • break complex problems into manageable piece • Write SOPs for different processes and activities • Write reports and business correspondence • Identify the right resources to run the business efficiently • Prioritize tasks to ensure smooth functioning of the organization • Handle problems arising with suppliers and among internal staff • Lead a high-performance team • Motivate the team to perform to its potential • Effectively manage team through ups and downs of the business • Think strategically • Coordinate with different departments to achieve smooth workflow 	<ul style="list-style-type: none"> • A Food & Beverage Service Manager should apply core skills such as understanding of social, political, communication, health, and hygiene and safety at workplace followed, etc. The person should also have good communication and organization skills to deal with the guests. • Hence Level 6 	<p>6</p>

	<ul style="list-style-type: none"> • Actively solve problems as and when required • Identify and manage inter-personal conflicts • Placate irate guests • Build sensitivity towards diversity including gender, age, and disabilities • Read and interpret industry journals to get the latest information about trends • Write policies and standard procedures • Communicate effectively with others • Read and interpret organizational documents related to hygiene and safety standards, legal requirements, energy management, and preventive maintenance • Communicate effectively with staff and other departments • Read and interpret complex documents about food service trends, customer profiles and preferences, and market preferences • Write comprehensive and creatively expressed menus and product descriptions to explain menu dishes and promote sales • Communicate effectively team, colleague and others • Interact with team members and superiors to work efficiently • Communicate effectively with the guests • Solve day-to-day operational problems related to the work area • Fill up documentation pertaining to job requirement • Spot and report potential areas of disruption to work process proactively • improve work processes by incorporating guest feedback • Read and follow IPR and related information documents 		
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	<ul style="list-style-type: none"> • Manage communication regarding IPR infringement, prevention, and management • Identify measures that can prevent potential infringements within the team • Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements • Analyse the impact of IPR infringement on the guests and the organization • read and interpret policies, procedures, information, SOP, etc. • communicate effectively with the Executive Chef, F&B Director, and others 		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Cross cultural competency , transformational leadership <ul style="list-style-type: none"> • Read and write different types of documents/instructions/correspondence in English and other • Languages • Communicate effectively using appropriate language in formal and informal settings • Behave politely and appropriately with all to maintain effective work relationship • How to work in a virtual mode, using various technological platforms • Perform calculations efficiently • Solve problems effectively • Pay attention to details • Manage time efficiently • Maintain hygiene and sanitization to avoid infection 	<ul style="list-style-type: none"> • A Food & Beverage Service Manager should have social intelligence, cognitive load management, ,cross-cultural competency, organization and time management, creative thinking and innovation, problem solving skills, aware technological developments and Innovations, professional and personal integrity, etc. 	6
Broad Learning Outcomes/Core Skill	Apply acquired advanced technical skills, technical appraisal and reviews <ul style="list-style-type: none"> • Plan and implement policies and budget • Manage Daily operations • Ensure optimum inventory and menu costing 	<ul style="list-style-type: none"> • A Food & Beverage Service Manager plans and implements policies and budget; manages daily operations, ensure optimum inventory and menu costing, monitor and control operational costs and transaction and promotes hospitable and 	6

	<ul style="list-style-type: none"> • Monitor and control operational costs and transaction • Ensure effective communication and • Ensure to maintain organisational confidentiality and guest's privacy • Monitor and maintain health, hygiene and safety at workplace 	<p>courteous behaviour as per organizational standard. This person requires a command of wide-ranging specialised theoretical and practical skills, involving variable routine and nonroutine activities like solving departmental as well as problems among team members.</p> <ul style="list-style-type: none"> • Hence Level 6 	
<p>Responsibility</p>	<p>Business Management (like CEO / CXO ,etc.)</p> <ul style="list-style-type: none"> • Plan and implement departmental policies: • Prepare and manage departmental budget • Manage daily operations • Manage resources for the department • Develop supervisory and operational team • Manage team effectively • Promote effective communication among colleagues and between colleagues & guests • Ensure gender & age-specific services as per the requirements of guests • Ensure sensitivity towards persons with disability • Ensure organizational confidentiality • Ensure guests' privacy • Create and maintain safety standards • Create and maintain a healthy workplace • Manage waste and conserve material at workplace • Communicate effectively with others • Take decisions in a time bound manner • Handle problems arising among internal staff and with guests • Break complex problems into manageable piece 	<ul style="list-style-type: none"> • A Food & Beverage Service Manager/Director is responsible for planning, managing and implementing departmental policies and managing daily operations as per the organizational standards. This person is responsible for the work and learning of his entire team. He exercises management and supervision in the context of work/study having unpredictable changes. • Hence Level 6 	<p>6</p>

	<ul style="list-style-type: none"> • Interact with team members and superiors to work efficiently • Take quick decisions • Coordinate with different departments to achieve smooth workflow • Placate irate guests • Build sensitivity towards diversity including gender, age, and disabilities • Read and follow IPR and related information documents • Manage communication regarding IPR infringement, prevention, and management • Analyse the impact of IPR infringement on the guests and the organization • Take effective decisions during emergency situations • Identify potential hazards and take corrective actions • Communicate to co-workers about the precautions to be taken for accident-free work • Lead during crisis • Review menu pricing • Ensure proper inventory and store management • Control operational costs • Check operational transactions 		
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Sample menu items with pricing	Standard	01
2.	Business forecasts	Standard	01
3.	Structured and systematic system to capture customer feedback	Standard	01
4.	Procedures to improve guest patronage	Standard	01
5.	Sample operating budget	Standard	01
6.	Financial reports for the department	Standard	01
7.	Sample food and beverage prices	Standard	01
8.	Standard Operating Procedures	Standard	01
9.	Participant Handbook	Standard	01
10.	Sample report	Standard	01
11.	Business correspondence	Standard	01
12.	Related SOPs	Standard	01
13.	Sample of escalation matrix	Standard	01
14.	Organisation structure	Standard	01
15.	Sample product invoices	Standard	01
16.	Bar inventories	Standard	01
17.	Required products and supplies for food and beverage department	Standard	01
18.	Various beverage	Standard	01
19.	China glass and silverware for inventory audit	Standard	01
20.	Required POS (Point of Sale) system	Standard	01
21.	Sample invoices	Standard	01
22.	Orders	Standard	01
23.	Bills for material verifying	Standard	01
24.	Required Computer system	Standard	01
25.	MMS(Material Management Systems)	Standard	01
26.	Required POS and PMS system	Standard	01
27.	Sample Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT)	Standard	01
28.	Monthly P&Ls and variance analysis report for food & beverage	Standard	01
29.	Revenue report	Standard	01
30.	Sample of escalation matrix	Standard	01
31.	Organisation structure	Standard	01
32.	Handouts of IPR guidelines and regulations	Standard	01
33.	Personal Protection Equipment: Safety glasses	Standard	01
34.	Head protection	Standard	01
35.	Rubber gloves	Standard	01
36.	Safety footwear	Standard	01

37.	Warning signs and tapes	Standard	01
38.	Fire extinguisher	Standard	01
39.	First aid kit	Standard	01
40.	Standard Operating Procedures	Standard	01
41.	Sample reports	Standard	01

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	AGR Talent Consulting LLP	Er. BS. Tiwari	Admin & HR	D-27, Sector 51, Noida, Uttar Pradesh 201301	0120-357916, 9811259809	hr.agrtalent@gmail.com	-
2.	Barista Coffee Company Limited	Rajat Agrawal	CEO	Unit no 301-304, third floor, Vipul Agora Mall, MG Road, Sector-28, Gurugram, Haryana-122001	8586984639	rajat.agrawal@barista.co.in	-
3.	Barbeque-nation Hospitality Limited	Amit Sharma	HR Manager	Saket Callipolis, Unit No. 601 & 602, 6 th Floor, Doddakannalli Village, Varthur Hobli, Sarjapur Road, Bengaluru-560035, Karnataka, India	7011735311	da@barbequenation.com	-
4.	CATS Edutech	Ashwani Kumar Rattan	Director	Balaji Complex 2 nd Floor, Kirana Oli, Kamptee-441001, Dist.-Nagpur (MH) 441001, India	9823059980	ashwani@catsedutech.com	-
5.	ChefKart Hospitality Private Limited	Ameya Kannamwar	Chief Operations Officer	C-1/1, 2 nd floor Ardee City, sector 52, Gurgaon, Haryana-122011	8967667496	ameya@thechefkart.com	-
6.	HIM AANCHAL CHEF'S ASSOCIATION	Rajindar kumar	Secretary	KSHITIJ VILLA, PARECHI, PO AG OFFICE, Shimla, India, Himachal Pardesh	9816850006	surinderkumar@gmail.com	-
7.	Holiday Inn New Delhi International Airport	Mukesh Kumar	Director-Human Resource	Asset Area 12, Hospitality District, Aero city, Delhi International Airport, New Delhi-110037, India	8826996447	mukesh.kumar1@ihg.com	-
8.	J&K youth Development Forum	-	-	Khaliqa Town Square, hospital road, Duderhoma, Ganderbal, Jammu 7 Kashmir-191201	7006306075	jkydfngo@gmail.com	-
9.	Kaahlian technology Pvt Ltd	Rajani Kant	Director	Boomerang building, A 005, Lower ground, Chandivali, Andheri east, Mumbai, Maharashtra 400072	9209052021	ingfo@rozagarkhoj.com	-

10.	Multi Channel educational institute Pvt. Ltd	Zubair Ahmad Gadda	Director	Post Office Road, Lal bazar, Srinagar, Jammu & Kashmir, India, 190023	+91-194-2420129/ 8713000062/82	director@meinstitute.org / toradm@meinstitute.org	-
11.	Orange Tiger Hospitality Pvt Ltd	Bharat Alagh	Vice president Operations and Culinary	302, Mewad, Patanwala Industrial Estate, Lal Bahadur Shastri Marg, Ghatkopar West, Mumbai, Maharashtra 400086	9811118705	Bharat.alagh@othpl.com	-
12.	PSIPL	Deepak shanbhag	CEO	7 th Floor, 73, Unit no 73 kalpataru Square, Off. Andheri Kurla road, Mumbai, Maharashtra 400059	0223377100	Deepak.shan@psipl.co.in	-
13.	Sarovar Hotels Pvt.Ltd	Nihar Mehta	General manager- Human Resources	Global foyer,504, 5 th floor, Golf course road, sector 43, Gurugram - 122009	9650653332	Nihar@sarovarhotels.com	-
14.	Shilton hospitality LLP	Santhosh Kumar G Designation	Assistant general Manager	Shilton hospitality LLP, office 2, Ulsoor road, Banglore	9972471542	santoshkumar@shiltonhospitality.com	-
15.	Tarja ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059, Delhi	7006306075/941900 1418	info@tajirventures.com / tajrventures@gmail.com	-
16.	Wipzo Enterprises	Mr. Mohammad Safeer	Managing Director	-	7007676323	Wipzocoko@gmail.com	-

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
	NA	NA	NA	NA	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: NA

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. NA

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules 	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content 	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR 	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations 	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions 	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> • Online tests • Offline assessments 	

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N0327: Plan and implement policies and budget	<i>Plan and implement departmental policies</i>	10	15	-	5
	PC1. formulate policies and operating procedures for food and beverage department	-	-	-	-
	PC2. ensure proper implementation and maintenance of all department control procedures	-	-	-	-
	PC3. perform timely analysis of food & beverage prices in relation to competition	-	-	-	-
	PC4. develop and approve the menu items, as applicable and set pricing to achieve desired profit margins	-	-	-	-
	PC5. prepare business forecasts for food and beverage department	-	-	-	-
	PC6. develop and implement structured and systematic system to capture customer feedback	-	-	-	-
	PC7. conduct competitor and market analysis to improve existing policies and procedures	-	-	-	-
	PC8. coordinate with marketing department to plan and approve external and internal marketing and sales promotion activities for the food and beverage department	-	-	-	-
	PC9. ensure effective implementation of training programs, directives, menus, work schedules, rules and regulations for the food and beverage	-	-	-	-
	PC10. research and introduce new products and develop an analysis of the cost/profit benefits	-	-	-	-
	PC11. review and implement new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and to minimize food costs	-	-	-	-
	PC12. develop new and analyse existing procedures to improve guest patronage under the guidelines of the organization's overall policies	-	-	-	-
	<i>Prepare and manage departmental budget</i>	10	10	-	5
	PC13. develop an operating budget for the department	-	-	-	-
	PC14. monitor and take corrective action as necessary to help assure that budget goals are attained	-	-	-	-
PC15. review departmental financial reports, establish and maintain fiscal budget/business plans and initiate cost controls	-	-	-	-	
PC16. obtain maximum revenue results from the utilization and appearance of the food and beverage areas	-	-	-	-	

	PC17. achieve optimum levels of profitability within all areas of the F and B Operations, by buying and selling produce at optimum prices and maintaining appropriately efficient costs whilst achieving the required service and quality standards	-	-	-	-
	PC18. monitor food and beverage prices and achieve competitive rates while still ensuring quality standards	-	-	-	-
	PC19. control costs of food and beverage department in purchasing, maintaining effective profit and loss controls and monitoring labor costs following demand patterns, budget and local labor laws	-	-	-	-
	PC20. maximize food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events and by training staff on up-selling and cross-selling	-	-	-	-
	PC21. ensure the required profit margins are achieved for each food and beverage service area, in each financial period	-	-	-	-
	PC22. compile on a daily, weekly and monthly basis, all relevant food and beverage information on costs and sales that may be used for forecasting, planning, budgeting, etc.	-	-	-	-
	PC23. reconcile actual and forecast costs and sales, and initiating corrective action if discrepancies occur, and finding out and eliminating the causes, for example bad portion control, incorrect pricing, etc.	-	-	-	-
	PC24. coordinate with Finance and IT teams to ensure that all revenue is captured	-	-	-	-
	PC25. maintain effective control of raw material, labour and equipment costs used in the food and beverage department	-	-	-	-
	PC26. ensure that all standard operating procedures for revenue and cost control are in place and consistently utilized	-	-	-	-
	Total Marks	20	25	-	10
	<i>Develop supervisory and operational team</i>	10	10	-	5
THC/N0427: Build and manage a team	PC1. advertise vacancies with proper job descriptions to hire new or replacement team members	-	-	-	-
	PC2. recruit, induct and train employees on organizational products, service standards, quality orientation, and customer-centricity	-	-	-	-
	PC3. ensure staffing is flexible enough to meet peaks and troughs of business activity	-	-	-	-
	PC4. develop performance parameters (KRA and KPI) and guidelines for conduct and dress code as per organizational norms	-	-	-	-
	PC5. assign responsibilities and commensurate authority to team for speedy decision making and efficient operations	-	-	-	-
	PC6. train the team to incorporate feedback received from the customers to consistently improve service standards	-	-	-	-
	PC7. explain the team about work output requirements, targets, performance indicators and incentives for all job orders and instructions received from superiors	-	-	-	-

	PC8. ensure that the team delivers quality work, on time and report any anticipated reasons for delay	-	-	-	-
	PC9. empower team to develop their own ways of working within agreed boundaries	-	-	-	-
	PC10. maintain harmony within the team to achieve the desired outcome				
	<i>Manage team effectively</i>	15	10	-	5
	PC11. monitor employee performances	-	-	-	-
	PC12. drive goal orientation and provide feedback	-	-	-	-
	PC13. motivate and inspire the team by creating positive working environment	-	-	-	-
	PC14. update the team about offers promotions where possible	-	-	-	-
	PC15. ensure and maintain personal integrity & ethical behavior	-	-	-	-
	PC16. promote healthy emotional culture at the workplace	-	-	-	-
	PC17. ensure team members take responsibility for their own developmental need	-	-	-	-
	PC18. support people to achieve work and personal development objectives and acknowledge their efforts	-	-	-	-
	PC19. promote punctuality in the team	-	-	-	-
	PC20. manage team's workload efficiently	-	-	-	-
	PC21. manage diversity in the workplace	-	-	-	-
	Total Marks	25	20	-	10
THC/N0328: Manage daily operations	<i>Manage daily operations</i>	20	5	-	5
	PC1. check mise-en-scène and mise-en-place done by the team	-	-	-	-
	PC2. ensure hygiene and safety standards, and all legal requirements are met in the food and beverage department	-	-	-	-
	PC3. greet guests and oversee actual service on a routine, and random basis	-	-	-	-
	PC4. oversee and apply risk assessments of safety, accident prevention, fire drills and first aid	-	-	-	-
	PC5. ensure all food and beverage products served meet the established specifications and standards	-	-	-	-
	PC6. handle all food & beverage inquiries and ensure timely follow up on the same business day	-	-	-	-
	PC7. assure bar inventory for functions, including opening and closing inventory	-	-	-	-
	PC8. ensure proper maintenance of bar control policies and adherence to legal requirements including state and/or local laws pertaining to alcoholic beverages	-	-	-	-
	PC9. make sure proper service levels are maintained based on forecasted needs, with the minimum level of labor used to perform the required service standard	-	-	-	-
	PC10. inspect food & beverage area to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met	-	-	-	-
	PC11. ensure correct handling procedures to minimize china and glassware breakage and food waste	-	-	-	-

	PC12. ensure proper appearance, upkeep and cleanliness of all food and beverage equipment and facilities	-	-	-	-
	PC13. ensures that an accurate reservation system is in place	-	-	-	-
	PC14. supervise the remodeling, refurbishment and other building design enhancements applicable to food and beverage service	-	-	-	-
	PC15. take rounds of all food and beverage area to ensure member/guest needs are met	-	-	-	-
	<i>Manage resources for the department</i>	10	5	-	5
	PC16. coordinate the selection, purchasing, storage, inventorying, maintenance and usage of all related food and beverage supplies and equipment	-	-	-	-
	PC17. monitor purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases	-	-	-	-
	PC18. ensure appropriate procedures are followed for issuing and preparation of food and beverages within the establishment for final provision and service to the customer	-	-	-	-
	PC19. assure completion of requisitions where deemed necessary	-	-	-	-
	PC20. coordinate with the Chef, Assistant Director of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with	-	-	-	-
	PC21. maintain effective control of raw material, labour and equipment used in the food and beverage department	-	-	-	-
	PC22. manage beverage, china, glass and silverware inventory audit	-	-	-	-
	Total Marks	30	10	-	10
THC/N9101: Ensure optimum inventory and menu costing	<i>Review menu pricing</i>	10	10	-	3
	PC1. engineer the menu in terms of costing in conjunction with Executive Chef	-	-	-	-
	PC2. check the menu pricing on the Point of Sales (POS) systems and ensure the correct prices are loaded	-	-	-	-
	PC3. update selling prices in POS as per the instruction from authorized person	-	-	-	-
	PC4. review menu prices periodically to ensure prices are high enough for the organization to earn adequate profit margins	-	-	-	-
	PC5. monitor best-selling and least-popular menu items and advise the finance director and F&B Director accordingly so reviews can be taken/dishes can be removed, where necessary	-	-	-	-
	<i>Ensure proper inventory and store management</i>	10	10	-	2
	PC6. undertake physical stock checking in different departments like kitchen, bar, etc. periodically as per organizational standards	-	-	-	-
	PC7. monitor the stock of grocery and perishable items on daily/weekly/monthly basis	-	-	-	-
	PC8. ensure optimum stock of all Food & Beverage (F&B) items at all times	-	-	-	-
PC9. prepare monthly listing of slow moving and obsolete F&B supplies and recommend further action	-	-	-	-	

	PC10. organize and monitor stock taking and monthly closing procedures	-	-	-	-
	PC11. conduct spot check to ensure that the goods received are as per specifications and the deliveries of goods by suppliers are consistent with the receiving schedule and the storerooms are not overstock especially during month end	-	-	-	-
	PC12. audit monthly stock as per SOP	-	-	-	-
	PC13. reconcile all inventory accounts based on actual purchases and actual inventory stock take and allocate the expenses to the respective department based on their requisitions	-	-	-	-
	PC14. sort, count, identify, verify, and track all material against invoices, orders, bills or other records	-	-	-	-
	PC15. perform regular material store audits to ensure that material is undamaged and maintained neatly	-	-	-	-
	PC16. input physical food and beverage stock counts into the computer system and analyze results highlighting the discrepancies in opening, consumed, closing stocks for additional counts or reviews	-	-	-	-
	PC17. check the purchase orders against the consumption pattern, seasonal business volume and projected business of the organization	-	-	-	-
	PC18. ensure that all the items purchased and received in the organization at all levels are timely entered in the Material Management Systems (MMS)	-	-	-	-
	PC19. check and ensure that no material is issued out from the store without requisition or approval from the respective department head	-	-	-	-
	PC20. make sure that all the material issuances from the store to cost centers are as per organizational SOP and entered in MMS	-	-	-	-
	PC21. verify invoices against receiving record and compare them with purchase order and purchase request, and ensure that all invoices are stamped and signed by the authorized person	-	-	-	-
	PC22. provide analysis of F&B stores consumption to handle the ordering of food and beverage as accurately as possible	-	-	-	-
	Total Marks	20	20	-	5
THC/N9102: Monitor and control operational costs and transaction	<i>Control operational costs</i>	10	10	-	02
	PC1. control the food and beverage outlets in terms of wastage, pilferage, and efficiency	-	-	-	-
	PC2. identify weaknesses in controls implemented at the restaurant and suggest for improvements	-	-	-	-
	PC3. analyze all food and beverage costs and make recommendation of alternatives on cost savings	-	-	-	-
	PC4. collect daily information on the consumption of various food items and their sales in the organization	-	-	-	-
	PC5. check the cost of sales in F&B outlet and ensure that the costs are within budget	-	-	-	-

THC/N2801 – Identify and implement quality standards at restaurant/hotel	PC6. monitor records of all food & beverage monthly expenses to ensure strict budgeting control	-	-	-	-
	PC7. prepare monthly F&B P&Ls, along with the determined monthly reports associated with F&B	-	-	-	-
	PC8. calculate variance in consumption with previous consumption patterns, analyze the reason(s) for that and take corrective actions to restore the optimum cost of operations	-	-	-	-
	PC9. prepare variance analysis report for food & beverage as per SOP	-	-	-	-
	PC10. compile the food and beverage department's financial records and forward them to financial controllers for auditing	-	-	-	-
	<i>Check operational transactions</i>	10	10	-	08
	PC11. verify Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT) according to their serial numbers daily	-	-	-	-
	PC12. tally all end of shift reports generated from the POS	-	-	-	-
	PC13. check sales, void, complimentary, discounted, and pending bills	-	-	-	-
	PC14. ensure that discounted bills are in line with the order issued by the top management	-	-	-	-
	PC15. verify systems transactions/operations (POS, discounts, staff meals, settlements, lost postings, pricing, etc.)	-	-	-	-
	PC16. check and cross verify if all sales have been transferred correctly from the Point of Sales (POS) to Property Management Systems (PMS), if applicable	-	-	-	-
	PC17. verify the daily food & beverage revenues report submitted by the income audit for the accuracy of covers and average check	-	-	-	-
	Total Marks	20	20	-	10
	<i>Identify the quality standards to be maintained</i>	10	20	-	5
	PC1. review statistical studies, technological advances, or regulatory standards and trends to stay abreast of quality control processes and procedures in the restaurant/hotel sector	-	-	-	-
	PC2. evaluate new food testing and sampling methodologies or technologies to determine the usefulness	-	-	-	-
	PC3. evaluate current quality processes and systems in the restaurant/hotel	-	-	-	-
	PC4. identify the quality parameters and critical points for each process in the kitchen, F&B service and housekeeping	-	-	-	-
	PC5. review and suggest updates to the management regarding the standard operating procedures or quality assurance manuals for restaurant/hotel operations	-	-	-	-
PC6. provide suggestions for restructuring the processes and systems to ensure quality and effective resource utilization, if needed	-	-	-	-	

	PC7. create formats for capturing various data for quality management and monitoring	-	-	-	-
	<i>Implement organizational quality standards</i>	10	10	-	5
	PC8. implement inspection and testing procedures for raw material, food items, F&B service, housekeeping, etc.	-	-	-	-
	PC9. communicate quality control information to all relevant organizational departments and vendors for the restaurant/hotels	-	-	-	-
	PC10. instruct the restaurant/hotel staff regarding the quality control and analytical procedures	-	-	-	-
	PC11. monitor the budget for the different qualitycontrol operations	-	-	-	-
	PC12. document all the testing procedure, methodologies, or criteria	-	-	-	-
	PC13. review quality documentation necessary for regulatory submissions and inspectionslike FSSAI, HACCP, ISO, etc.	-	-	-	-
	NOS Total	20	30	0	10
THC/N2803: Monitor organizational processes for quality	<i>Monitor vendor performance</i>	5	10	-	-
	PC1. ensure vendor classification as per theorganizational standards	-	-	-	-
	PC2. conduct audits for the vendors, as required	-	-	-	-
	PC3. maintain and report vendor food safetyperformance report/metrics	-	-	-	-
	PC4. allow through vendor/product complaintsto closure	-	-	-	-
	PC5.mentor the vendors for continual improvement in their audit scores/performance	-	-	-	-
	<i>Monitor departmental processes</i>	15	10	-	5
	PC6. monitor the performance of quality controlsystems in all departments of the restaurant/hotel to ensure effectiveness and efficiency	-	-	-	-
	PC7. produce reports regarding non-conformance of processes, quality of daily operations, root cause analysis, or quality trends for all the processes carried out in a restaurant/hotel	-	-	-	-
	PC8. verify that raw materials and finished fooditems meet established quality standards	-	-	-	-
	PC9. direct testing and inspection activities throughout all departments like kitchen, F&Bservices, Housekeeping, etc.	-	-	-	-
	PC10. ensure that all departmental proceduresadhere to quality standards	-	-	-	-
PC11. inspect all the areas of the facility like kitchen, service counter, guest service	-	-	-	-	

	area, store, etc. to ensure compliance of all the set standards				
	PC12. undertake the facility/internal audit as per set schedule	-	-	-	-
	PC13. ensure there is no contamination of food at any level of food handling within the organization	-	-	-	-
	PC14. check the quantitative parameters of food quality assessment as per national and international quality standards	-	-	-	-
	PC15. collect and analyze the food samples to evaluate the quality	-	-	-	-
	PC16. analyze the quality control test results and provide feedback to the staff	-	-	-	-
	PC17. test the nutritional value for each product prepared in the organization as per the standards	-	-	-	-
	PC18. monitor the inventory management for effective management of the stock as per set parameters	-	-	-	-
	PC19. inspect the material safety, housekeeping, and hygiene to ensure safe working conditions in the restaurant/hotel	-	-	-	-
	PC20. inspect the material safety, housekeeping, and hygiene to ensure safe working conditions in the restaurant/hotel	-	-	-	-
	PC21. make sure personal hygiene, equipment maintenance, water supply, and waste disposal are as per defined standards	-	-	-	-
	PC22. ensure guest service standards are met at all times				
	NOS Total	20	20	-	5
THC/N5901: Manage staff, cost, and business promotion	<i>Manage staff</i>	20	5	0	3
	PC1. monitor staff levels in the department and assist the HR in the recruitment of staff, if required	-	-	-	-
	PC2. ensure payroll costs are managed at all times	-	-	-	-
	PC3. maintain accurate information concerning all staff records	-	-	-	-
	PC4. ensure effective induction programs are conducted for new staff	-	-	-	-
	PC5. monitor performances and absenteeism within the department	-	-	-	-
	PC6. identify the training needs of the catering department in line with current legislation, service requirements and future departmental goals	-	-	-	-
	PC7. arrange and monitor the training and development of the catering staff	-	-	-	-
	PC8. maintain staff discipline and take disciplinary action as per the organizational disciplinary policy, if necessary	-	-	-	-
	PC9. review current work schedules of the staff and make recommendations for	-	-	-	-

	change to ensure maximum productivity				
	PC10. handle conflicts among the staff members	-	-	-	-
	<i>Monitor expense and budget</i>	5	5		4
	PC11. assist the manager in developing budget and financial plan for the catering department	-	-	-	-
	PC12. monitor, review and make recommendations regarding all aspects of purchasing to ensure value for money	-	-	-	-
	PC13. ensure that purchasing is carried out efficiently, effectively and as per agreement	-	-	-	-
	PC14. control and monitor any cash collection point within the catering department	-	-	-	-
	PC15. ensure accurate financial records, stock sheet, and other financial details are maintained at all times	-	-	-	-
	PC16. monitor department expenses and make amendments where necessary	5	10		3
	<i>Assist in business promotion and managing clients</i>	-	-	-	-
	PC17. search business opportunities to obtain new orders	-	-	-	-
	PC18. develop a positive working relationship with existing clients for repeat business	-	-	-	-
	PC19. assist in developing marketing plan to promote catering operations to individuals and organizations	-	-	-	-
	PC20. respond to client inquiries in an accurate and timely manner	-	-	-	-
	PC21. prepare comprehensive catering order form according to client's requirements and interests	-	-	-	-
	NOS Total	30	20		10
THC/N5902: Direct catering operations	<i>Plan catering events</i>	5	5	0	4
	PC1. obtain customer requirements like number of guests, event dates, etc. for the events	-	-	-	-
	PC2. plan food and beverage menus considering clients' preferences and special requests	-	-	-	-
	PC3. determine the ingredient requirement as per the menu	-	-	-	-
	PC4. manage stock and place orders as needed	-	-	-	-
	PC5. arrange food tasting with potential customers	-	-	-	-
	PC6. deal with customer queries and complaints and compile reports as	-	-	-	-

	required				
	PC7. manage the layout, design, equipping, and maintenance of catering areas	-	-	-	-
	<i>Manage catering operations</i>	5	10	0	-
	PC8. ascertain good quality food production inline with the best practice	-	-	-	-
	PC9. ensure maintenance of service standards and implementation of all aspects of HACCP	-	-	-	-
	PC10. make sure catering service is prompt, friendly, and efficient, and as per the needs of the client	-	-	-	-
	PC11. establish and maintain the highest standard of hygiene in all sections of the catering department and in the handling of food	-	-	-	-
	PC12. determine the quality of foodstuff to be obtained as per the pre-determined procedures	-	-	-	-
	PC13. check that the quality of food is as per standards	-	-	-	-
	PC14. ensure proper and secure storage of all foodstuff in the kitchen	-	-	-	-
	PC15. investigate, report, and correct complaints regarding the catering service	-	-	-	-
	NOS Total	10	15	0	5
THC/N9911: Promote hospitable and courteous behavior	<i>Promote effective communication among colleagues and between guests</i>	10	10	0	5
	PC1. promote an environment of trust and respect amongst all colleagues	-	-	-	-
	PC2. ensure essential information is passed on in a timely manner	-	-	-	-
	PC3. ensure the team members maintain etiquette while interacting with each other	-	-	-	-
	PC4. create a culture of cooperation, coordination, communication & collaboration with shared goals	-	-	-	-
	PC5. promote communication with the guests in a polite and professional manner	-	-	-	-
	PC6. ensure that the team understands guests' expectations	-	-	-	-
	PC7. ensure that guest dissatisfactions and complaints are addressed effectively	-	-	-	-
	PC8. ensure the team explains terms and conditions clearly, seek feedback from the guests, and develop good rapport with them without intruding in their privacy	-	-	-	-
	PC9. inform the team about the profiles of expected guests and their needs as applicable	-	-	-	-
	PC10. manage any negative feedback from the guests and escalate further if required	-	-	-	-
<i>Ensure gender & age specific services as per the requirements of guests</i>					

		5	5	0	5
	PC11. ensure that the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child or elderly people	-	-	-	-
	PC12. promote equal treatment to all genders across both the horizontal as well as vertical segregation of roles in the workplace	-	-	-	-
	PC13. educate the guests and colleagues, at the workplace about their rights where required	-	-	-	-
	PC14. create policies to prevent sexual harassment, both physical and verbal	-	-	-	-
	PC15. frame inclusive work practices such as flexible working hours, maternity/paternity leaves, transportation facilities, night shift concessions, grievance cell	-	-	-	-
	<i>Ensure sensitivity towards Persons with Disabilities</i>	5	5	0	5
	PC16. ensure compliance on the company's policy towards Persons with Disabilities	-	-	-	-
	PC17. make sure the PWDs are trained and treated properly without bias	-	-	-	-
	PC18. ensure that the workplace is properly designed to enable accessibility for the Persons with Disabilities	-	-	-	-
	PC19. ensure that the contributions of Persons with Disabilities are acknowledged, recognized and rewarded	-	-	-	-
	Total Marks	40	40	-	20
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	<i>Maintain organisational confidentiality</i>	6	3	0	3
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	4	4	0	2
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	<i>Maintain guests' privacy</i>	4	2	0	2
	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-	

	ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
	Total Marks	10	5	0	5
THC/N9912: Monitor and maintain health, hygiene and safety at workplace	<i>Ensure personal and workplace hygiene</i>	15	15	0	5
	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	<i>Maintain safe and secure working environment</i>	10	10	0	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management and recycling practices at workplace</i>	5	10	0	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC15. segregate waste into different coloured dustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
	PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-	
Total Marks	30	35	0	15	
DGT/VSQ/N0104 : Employability Skills (120 Hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-

PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-

<i>Financial and Legal Literacy</i>	2	3	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. identify different types of customers and ways to communicate with them	-	-	-	-
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals,	-	-	-	-

	respectively				
	PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
	PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC42. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
	PC43. identify and explore learning and employability relevant portals	-	-	-	-
	PC44. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	295	290		115

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Food & Beverage Service Manager) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment

Annexure: Acronym and Glossary

Acronym

Acronym	Description
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AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
NSQC	National Skills Qualification Committee
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
F&B	Food & Beverage
PPE	Personal Protective Equipment
PwD	Persons with Disability
KOT	Kitchen Order Tickets
BOT	Bar Order Tickets
PMS	Property Management Systems
MMS	Material Management Systems

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above.