



## QUALIFICATION FILE

Guest Service Associate (Food & Beverage Service)

- 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: 4

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.	<b>Qualification Name</b>	Guest Service Associate (Food & Beverage Service)																			
2.	<b>Sector/s</b>	Tourism & Hospitality																			
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> 2022/TH/THSC/07092	<b>Qualification Name of existing/previous version:</b> Food and Beverage service associate																		
4.	a. OEM Name b. Qualification Name (Wherever applicable)																				
5.	<b>National Qualification Register (NQR) Code &amp;Version</b> (Will be issued after NSQC approval)	QG-04-TH-02007-2024-V1-THSC	<b>6. NCrF/NSQF Level:</b> 4																		
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other</b> (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																			
8.	<b>Brief Description of the Qualification</b>	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.																			
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <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>12th grade pass or equivalent</td> <td>-</td> </tr> <tr> <td>2.</td> <td>11th Grade Pass</td> <td>1.5 year relevant experience</td> </tr> <tr> <td>3.</td> <td>10th Grade pass</td> <td>3-year relevant experience</td> </tr> <tr> <td>4.</td> <td>Completed 2nd year of diploma (after 10th)</td> <td>1 year relevant experience</td> </tr> <tr> <td>5.</td> <td>Previous relevant Qualification of NSQF Level 3.0</td> <td>3-year relevant experience</td> </tr> </tbody> </table> <b>b. Age</b> -17 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th grade pass or equivalent	-	2.	11th Grade Pass	1.5 year relevant experience	3.	10th Grade pass	3-year relevant experience	4.	Completed 2nd year of diploma (after 10th)	1 year relevant experience	5.	Previous relevant Qualification of NSQF Level 3.0	3-year relevant experience
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4.	Completed 2nd year of diploma (after 10th)	1 year relevant experience																			
5.	Previous relevant Qualification of NSQF Level 3.0	3-year relevant experience																			
10.	<b>Credits Assigned to this Qualification, Subject to Assessment</b> (as per National Credit Framework (NCrF))	Minimum Duration of the Course: 17 Maximum Duration of the Course: 29	<b>11. Common Cost Norm Category (I/II/III)</b> (wherever applicable): II																		

12.	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> <i>(wherever applicable)</i>	NA															
13.	<b>Training Duration by Modes of Training Delivery</b> <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>213:00</td> <td>90:00</td> <td>303:00</td> </tr> <tr> <td>Online</td> <td>207:00</td> <td></td> <td></td> <td>207:00</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		213:00	90:00	303:00	Online	207:00			207:00
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Classroom (offline)		213:00	90:00	303:00													
Online	207:00			207:00													
14.	<b>Aligned to NCO/ISCO Code/s</b> <i>(if no code is available mention the same)</i>	NCO-2015/5123.20															
15.	<b>Progression path after attaining the qualification</b> <i>(Please show Professional and Academic progression)</i>	Bartender															
16.	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi															
17.	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:															
18.	<b>Is the Job Role Amenable to Persons with Disability</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, specify applicable type of Disability: SHI															
19.	<b>How Participation of Women will be Encouraged</b>	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.	<b>Are Greening/ Environment Sustainability Aspects Covered</b> <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  THC/N9907.Monitor and maintain health, hygiene and safety at workplace															
21.	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No															
22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b>	<b>Name:</b> Dr. Sunita Badhwar <b>Email:</b> sunita.badhwar@thsc.in <b>Contact No.:</b> 011-41608056/8057 Ext.1102															

	<i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<b>Website:</b> <a href="http://www.thsc.in">www.thsc.in</a>	
<b>23.</b>	<b>Final Approval Date by NSQC:</b> 31/01/2024	<b>24. Validity Duration:</b> 3 years	<b>25. Next Review Date:</b> 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/NS QF 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.	Ensure Effective Communication and Service Standard at Work Place	THC/N9902 & v2.0	Non-Core	4	1	15	15	0	0	30	40	40	0	20	100	10	
2.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 & v4.0	Non-Core	4	1	15	15	0	0	30	10	5	0	5	20	10	
3.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9907 & v2.0	Non-Core	4	1	15	15	0	0	30	30	35	0	15	80	10	
4.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 & v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	5	
<b>Duration (in Hours) / Total Marks</b>						<b>5</b>	<b>69</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>150</b>	<b>100</b>	<b>110</b>	<b>0</b>	<b>40</b>	<b>250</b>	<b>35</b>

## Elective NOS/s: - Food &amp; Beverage Service Associate

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.	Provide Efficient Food and Beverages Service to Guests	THC/N0301 & v2.0	Core	4	6	70	60	50	0	180	75	85	0	40	200	30
2.	Perform Post-dining Activities	THC/N0303 & v2.0	Core	4	6	68	72	40	0	180	40	40	0	20	100	35
<b>Duration (in Hours) / Total Marks</b>					<b>12</b>	<b>138</b>	<b>132</b>	<b>90</b>	<b>0</b>	<b>360</b>	<b>115</b>	<b>125</b>	<b>0</b>	<b>60</b>	<b>300</b>	<b>65</b>

## Elective NOS/s: - Barista Executive

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.	Prepare for Barista Operations	THC/N0329 & v2.0	Core	4	3	28	32	30	0	90	18	30	0	15	63	25
2.	Engage with guests and take Orders	THC/N0330 & v2.0	Core	4	4	60	30	30	0	120	50	55	0	25	130	20
3.	Prepare, Serve Beverages and Settle the Bill	THC/N0308 & v3.0	Core	4	5	50	70	30	0	150	40	40	0	20	100	20
<b>Duration (in Hours) / Total Marks</b>					<b>12</b>	<b>138</b>	<b>132</b>	<b>90</b>	<b>0</b>	<b>360</b>	<b>108</b>	<b>125</b>	<b>0</b>	<b>60</b>	<b>293</b>	<b>65</b>

## Assessment - Minimum Qualifying Percentage

Please 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.	<b>Trainer's Qualification and experience in the relevant sector (in years)</b> (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.	<b>Master Trainer's Qualification and experience in the relevant sector (in years)</b> (as per NCVET guidelines)	NA
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	NA

## Section 4: Assessment Related

1.	<b>Assessor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	<b>Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
4.	<b>Assessment Mode</b> (Specify the assessment mode)	Blended
5.	<b>Tools and Equipment Required for Assessment</b>	<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.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> No
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Number of Industry validation provided:</b> 21
5.	<b>Estimated nos. of persons to be trained and employed:</b> 85000
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> No If “No”, why:

## Section 6: Annexure &amp; Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

## 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
<b>Professional Theoretical Knowledge/Process</b>	<b>Specialized knowledge</b> <ul style="list-style-type: none"> <li>• FSSAI (Food Safety and Standards Authority of India) guidelines for food safety</li> <li>• Occupational health and safety requirements applicable at the workplace</li> <li>• Organizational policy and work instructions on receiving and greeting guests, sale promotion offers, food safety and quality standards</li> <li>• Government's food and beverage regulations</li> <li>• SOP on order taking, serving, and delivery standards</li> <li>• Table settings procedure as per organizational standards</li> <li>• Different napkin folding techniques</li> <li>• Types and use of equipment required in the dining area</li> <li>• Details of items available on the menu, especially the specials for the day</li> <li>• Preparation time and ingredients of the items on the menu card</li> <li>• Ideal food and beverage combinations</li> <li>• Types of alcoholic/non-alcoholic beverages</li> <li>• Reservation and seating policy of the organization</li> <li>• Storage and maintenance procedure for cutlery, condiments, and other dining accessories</li> <li>• Procedure to present a bill to guest and process payments</li> <li>• Digital payment methods</li> <li>• Daily cash management process</li> </ul>	<ul style="list-style-type: none"> <li>• A Food &amp; Beverage Service - Associate should have factual knowledge of the trade like occupational health and safety requirements, organization's policy, waste management, maintenance &amp; procedure of presenting bill to guest, digital payment methods, post-dining clean-up process etc.</li> <li>• Hence Level 4</li> </ul>	<p style="text-align: center;">4</p>

	<ul style="list-style-type: none"> <li>• Procedure for receiving feedback from the guest</li> <li>• SOP and service quality standards to send off the guests</li> <li>• Procedure for storing the glassware, tableware and other equipment</li> <li>• Post-dining clean-up process</li> <li>• Waste management procedures</li> <li>• Organization's policy on receiving and greeting guests, promotional offers, food safety, and quality standards</li> <li>• Government food and beverage regulations</li> <li>• Organizational code of conduct, business etiquette and typical guest profile</li> <li>• Preparation time and ingredients of the items in the menu card</li> <li>• Food and beverage combinations</li> <li>• Guest handling techniques</li> <li>• Types of coffee/non-coffee beverages in the bar</li> <li>• Types of cold coffee/teas and its garnishes</li> <li>• Cross-selling and up-selling strategies</li> <li>• Latest trends in the beverage industry</li> <li>• Types of tableware, equipment, and appliances used in the bar</li> <li>• Preparation of beverages available on the menu</li> <li>• Mixology for preparing coffees and other drinks</li> <li>• Classification and usage of serve ware</li> <li>• Pouring techniques of different beverages to the appropriate glass as per procedure</li> <li>• Coffee terminology</li> <li>• Digital payment methods</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Daily cash management process</li> <li>• Organizational policies on behavioural etiquette and professionalism</li> <li>• Organizational policies on gender sensitive service practices at workplace</li> <li>• Organizational hierarchy and reporting structure</li> <li>• Documentation policy and procedures of the organization</li> <li>• Service quality standards as per organizational policies</li> <li>• Complaint handling policy and procedures</li> <li>• SOP on personal hygiene</li> <li>• Procedure of giving and receiving feedback positively</li> <li>• Gender specific requirements of different types of guest</li> <li>• Specific requirements of different age-groups of guests</li> <li>• Age and gender specific etiquette</li> <li>• Key helpline numbers</li> <li>• Organizational policy with regards to Persons with disability</li> <li>• Organisation's policies on intellectual property rights and confidential information</li> <li>• IPR infringement reporting procedure</li> <li>• Storage and disposal procedures for confidential information</li> <li>• Importance of maintaining confidentiality for competitiveness of an organisation</li> <li>• Significance of damages resulting from confidentiality infringement</li> <li>• Organisation's policy on reporting and managing safety issues</li> <li>• Procedure to maintain cleanliness standards at workplace</li> <li>• SOP on personal hygiene</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Importance of preventive health check-up and healthy living</li> <li>• Procedure to report health issues</li> <li>• Instructions for operating and handling equipment as per standard</li> <li>• Purpose and usage of PPE</li> <li>• Basic first-aid procedures</li> <li>• Standard waste management policy</li> </ul>		
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<b>Specialized skills</b> <ul style="list-style-type: none"> <li>• Read and interpret instructions, procedures, information, signs relevant to F&amp;B activities, menu card, SOP, organizational policies etc.</li> <li>• Identify immediate or temporary solutions to resolve delays</li> <li>• Coordinate with different departments for smooth workflow</li> <li>• Communicate effectively with guests and co-workers</li> <li>• Manage time efficiently to handle guest orders</li> <li>• Spot and report potential guest problems to manager</li> <li>• Provide efficient food and beverages service to guests</li> <li>• Perform post-dining activities</li> </ul>	<ul style="list-style-type: none"> <li>• A Food &amp; Beverage Service - Associate should have good written and oral communication skills to deal with supervisors, team members and guests. The person should also be acquainted with natural environment to carry out his duties efficiently.</li> <li>• Hence Level 4</li> </ul>	4
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	<b>Team readiness, self-entrepreneurship readiness</b> <ul style="list-style-type: none"> <li>• Read and write different types of documents/instructions/correspondence</li> <li>• Communicate effectively using appropriate language in formal and informal settings</li> <li>• Behave politely and appropriately with all</li> <li>• How to work in a virtual mode</li> <li>• Perform calculations efficiently</li> <li>• Solve problems effectively</li> <li>• Pay attention to details</li> <li>• Manage time efficiently</li> </ul>	<ul style="list-style-type: none"> <li>• A Guest Service Associate (Food &amp; Beverage Service) should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc.</li> </ul>	4

	<ul style="list-style-type: none"> <li>Maintain hygiene and sanitization to avoid infection</li> </ul>		
<b>Broad Learning Outcomes/Core Skill</b>	<p><b>Specialized/ complex jobs/tasks</b></p> <ul style="list-style-type: none"> <li>Engage with guests and take Orders</li> <li>Prepare for Barista Operations</li> <li>Provide efficient food and beverages service to guests</li> <li>Perform post-dining activities</li> <li>Communicate effectively and maintain service standards</li> <li>Maintain organisational confidentiality and respect guests' privacy</li> <li>Follow Health, Hygiene and Safety practices</li> </ul>	<ul style="list-style-type: none"> <li>A Food &amp; Beverage Service - Associate is responsible for engage with guests and take orders, prepare for barista operations ,providing food &amp; beverages service to guests, perform post dining activities as per the organizational service standards in predictable and familiar situation.</li> <li>Hence Level 4</li> </ul>	4
<b>Responsibility</b>	<p><b>Self and team responsibility – Sr. Technician or Master Technician</b></p> <ul style="list-style-type: none"> <li>Inspect and organize service and dining area</li> <li>Greet and receive the guest</li> <li>Take orders from guest</li> <li>Serve food and beverage to guest</li> <li>Present the bill to the guest</li> <li>Prepare table for next guest</li> <li>Inspect and organize service and diningarea</li> <li>Greet and receive the guest</li> <li>Take orders from guest</li> <li>Serve food and beverage to guest</li> <li>Present the bill to the guest</li> <li>Prepare table for next guest</li> <li>Communicate effectively with guests, colleagues and superiors</li> <li>Maintain professional etiquette</li> <li>Provide specific services as per the guests' requirements</li> <li>Maintain organisational confidentiality</li> <li>Respect guest's privacy</li> <li>Maintain personal and workplace hygiene</li> </ul>	<ul style="list-style-type: none"> <li>A Food &amp; Beverage Service - Associate is responsible for his own work such as inspecting and organizing service and dining area, receiving guests, taking guests orders, presenting bills, etc.</li> <li>Hence Level 4</li> </ul>	4

	<ul style="list-style-type: none"><li>• Take precautionary health measures</li><li>• Follow standard safety procedure</li><li>• Follow effective waste management</li></ul>		
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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.	Different types of linen	Standard	As per required
2.	Tableware	Standard	1
3.	Cutlery	Standard	1
4.	Crockery	Standard	1
5.	Napkin	Standard	1
6.	Chair/table	Standard	As per required
7.	Various service equipment	Standard	As per required
8.	Sample feedback form	Standard	1
9.	Various cleaning chemicals and accessories	Standard	1
10.	Bill book	Standard	1
11.	Card swiping machine	Standard	1
12.	Various tools	Standard	As per required
13.	Glassware	Standard	1
14.	Equipment	Standard	1
15.	Sample of escalation matrix	Standard	1
16.	Organisation structure	Standard	1
17.	Handouts of IPR guidelines and regulations	Standard	1
18.	Safety glasses	Standard	1
19.	Head protection	Standard	1
20.	Rubber gloves	Standard	1
21.	Safety footwear	Standard	1
22.	Warning signs and tapes	Standard	1
23.	Fire extinguisher	Standard	1
24.	First aid kit	Standard	1
25.	Relevant Standard Operating Procedures	Standard	1
26.	Sample reports	Standard	1

#### 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	<a href="mailto:hr.agrtalent@gmail.com">hr.agrtalent@gmail.com</a>	-
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	<a href="mailto:rajat.agrawal@barista.co.in">rajat.agrawal@barista.co.in</a>	-
3.	Barbeque-nation Hospitality Limited	Amit Sharma	HR Manager	Saket Callipolis, Unit No. 601 & 602, 6 <sup>th</sup> Floor, Doddakannalli Village, Varthur Hobli, Sarjapur Road, Bengaluru-560035, Karnataka, India	7011735311	<a href="mailto:da@barbequenation.com">da@barbequenation.com</a>	-
4.	CATS Edutech	Ashwani Kumar Rattan	Director	Balaji Complex 2 <sup>nd</sup> Floor, Kirana Oli, Kamptee-441001, Dist.-Nagpur (MH) 441001, India	9823059980	<a href="mailto:ashwani@catsedutech.com">ashwani@catsedutech.com</a>	-
5.	ChefKart Hospitality Private Limited	Ameya Kannamwar	Chief Operations Officer	C-1/1, 2 <sup>nd</sup> floor Ardee City, sector 52, Gurgaon, Haryana-122011	8967667496	<a href="mailto:ameya@thechefkart.com">ameya@thechefkart.com</a>	-
6.	HIM AANCHAL CHEF'S ASSOCIATION	Rajindar kumar	Secretary	KSHITIJ VILLA, PARECHI, PO AG OFFICE, Shimla, India, Himachal Pardesh	9816850006	<a href="mailto:surinderkumar@gmail.com">surinderkumar@gmail.com</a>	-
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	<a href="mailto:mukesh.kumar1@ihg.com">mukesh.kumar1@ihg.com</a>	-
8.	J&K youth Development Forum	-	-	Khaliqa Town Square, hospital road, Duderhoma, Ganderbal, Jammu 7 Kashmir-191201	7006306075	<a href="mailto:jkydfngo@gmail.com">jkydfngo@gmail.com</a>	-
9.	Kaahlian technology Pvt Ltd	Rajani Kant	Director	Boomerang building, A 005, Lower ground, Chandivali, Andheri east, Mumbai, Maharashtra 400072	9209052021	<a href="mailto:ingfo@rozagarkhoj.com">ingfo@rozagarkhoj.com</a>	-

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	<a href="mailto:director@meinstitute.org">director@meinstitute.org</a> / <a href="mailto:toradm@meinstitute.org">toradm@meinstitute.org</a>	-
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	<a href="mailto:Bharat.alagh@othpl.com">Bharat.alagh@othpl.com</a>	-
12.	PSIPL	Deepak shanbhag	CEO	7 <sup>th</sup> Floor, 73, Unit no 73 kalpataru Square, Off. Andheri Kurla road, Mumbai, Maharashtra 400059	0223377100	<a href="mailto:Deepak.shan@psipl.co.in">Deepak.shan@psipl.co.in</a>	-
13.	Sarovar Hotels Pvt.Ltd	Nihar Mehta	General manager- Human Resources	Global foyer,504, 5 <sup>th</sup> floor, Golf course road, sector 43, Gurugram - 122009	9650653332	<a href="mailto:Nihar@sarovarhotels.com">Nihar@sarovarhotels.com</a>	-
14.	Shilton hospitality LLP	Santhosh Kumar G Designation	Assistant general Manager	Shilton hospitality LLP, office 2, Ulsoor road, Banglore	9972471542	<a href="mailto:santoshkumar@shiltonhospitality.com">santoshkumar@shiltonhospitality.com</a>	-
15.	Tarja ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059, Delhi	7006306075/941900 1418	<a href="mailto:info@tajirventures.com">info@tajirventures.com</a> / <a href="mailto:tajrventures@gmail.com">tajrventures@gmail.com</a>	-
16.	Wipzo Enterprises	Mr. Mohammad Safeer	Managing Director	-	7007676323	<a href="mailto:Wipzocoko@gmail.com">Wipzocoko@gmail.com</a>	-

## Annexure: Training &amp; 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
2023-2024	55000	77000	5500	7700	NA	NA
2024-2025	60500	84700	6050	8470	NA	NA
2025-2026	66550	93170	6655	9317	NA	NA

*Data to be provided year-wise for next 3 years*

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v2.0		44824	37481	33733	30675	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. Govt. funded RPL
2. Govt. funded STT
3. Industry funded STT
4. Industry funded RPL
5. NAPS

## Content availability for previous versions of qualifications:

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

Languages in which Content is available: English and Hindi

## 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"> <li>• Books/ e-books</li> <li>• Presentations</li> <li>• Reference Material</li> <li>• Audio / Video Modules</li> </ul>	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> <li>• Self-Learning Videos</li> <li>• Broadcasts</li> <li>• Mobile Learning</li> <li>• Curated Digital content</li> </ul>	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> <li>• Video Content</li> <li>• E-Resource library</li> <li>• AR/ VR/ XR</li> </ul>	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> <li>• Training tools (tools list attached)</li> <li>• Video Play</li> <li>• Presentations</li> </ul>	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> <li>• Online Question Bank</li> <li>• Mobile Quick test app</li> <li>• MCQ based tests</li> </ul>	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> <li>• Assessment engine for Essays</li> <li>• Up-loadable file examinations</li> <li>• Mock test sessions</li> </ul>	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> <li>• Online tests</li> <li>• Offline assessments</li> </ul>	

## 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/N0330: Engage with Guests and Take Order	<i>Welcome the guest</i>	10	15	0	5
	PC1. Greet and welcome the guests promptly and appropriately on arrival as per SOP of organization	-	-	-	-
	PC2. Check for any reservation and allot the table to the guest accordingly	-	-	-	-
	PC3. Escort the guests to the table	-	-	-	-
	PC4. Ensure that the guests are comfortably seated	-	-	-	-
	PC5. Serve water to the guest	-	-	-	-
	<i>Take the beverage order</i>	20	20	0	10
	PC6. Present the beverage menu to the guest and explain them about the available beverages in the coffee bar	-	-	-	-
	PC7. Establish guest's beverage requirements quickly	-	-	-	-
	PC8. Suggest the drinks and food choices based on guest's preference	-	-	-	-
	PC9. Inform guests about the available special offers in the bar	-	-	-	-
	PC10. Ask the guest for any preference	-	-	-	-
	PC11. Answer guest's queries on beverages	-	-	-	-
	PC12. Inform guests of any new arrivals or exotic beverages	-	-	-	-
	PC13. Recommend suitable pairings of food and coffee (e.g. Americano and croissant)	-	-	-	-
	PC14. Up-sell new coffee/other beverages and high margin products to ensure profitable transactions for the organization	-	-	-	-
	<i>Confirm the order with the guests</i>	20	20	0	10
	PC16. Note the guest's beverage orders manually or using the handheld device	-	-	-	-
PC17. Repeat and confirm the order with guest for preparation of beverages	-	-	-	-	
PC18. Provide estimated delivery time of the order to the guest	-	-	-	-	
	<b>Total Marks</b>	<b>50</b>	<b>55</b>	<b>0</b>	<b>25</b>
THC/N0329: Prepare for Barista Operations	<i>Plan and prepare for work</i>	10	20	0	10
	PC1. Ensure the cafe/ coffee bar is clean as per health and hygiene standards	-	-	-	-
	PC2. Switch on and check the equipment/appliances such as coffee machine, coffee grinder, fridge, ACs, etc. for proper functioning and report defects to the supervisor	-	-	-	-
	PC3. Ensure all coffee bar accessories, equipment, glasses and tableware etc. are cleaned, sanitized and replenished before guest's arrival	-	-	-	-
	PC4. Organize coffee bar accessories and tools such as shakers, pitchers, bottle openers, and cutlery	-	-	-	-
	PC5. Prepare ice cubes, crushed ice, and garnishes	-	-	-	-
	PC6. Place menus at the bar counter/table	-	-	-	-
	PC7. Check for the day's special items/promotions	-	-	-	-
<i>Check storage and manage inventory</i>	8	10	0	5	

	PC8. Run an inventory check on coffee beans stock/garnishes/snacks/ice machines for the day's requirement	-	-	-	-
	PC9. Ensure adequate stock of coffee and non-coffee beverages	-	-	-	-
	PC10. Ensure adequate stock of fruits, vegetables, eggs, snacks, etc. for day's requirement	-	-	-	-
	PC11. Check for expiry date of food & beverages and other products and discard as per standards	-	-	-	-
	PC12. Prepare requisition and coordinate with procurement department and inform supervisor for replenishment	-	-	-	-
	<b>Total Marks</b>	<b>18</b>	<b>30</b>	<b>0</b>	<b>15</b>
	<i>Inspect and organize service and dining area</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC1. inspect the food service area for e.g., dining tables, sideboards, trolleys, counters, etc. for cleanliness as per the organizational standards	-	-	-	-
	PC2. check for pre-bookings or guest reservations	-	-	-	-
	PC3. confirm availability of sufficient number of tables for reserved guests	-	-	-	-
	PC4. check arrangement of the tables as per standard layout	-	-	-	-
	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	-	-	-	-
	<i>Greet and receive the guest</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	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 responded to promptly and effectively such as high chairs for children etc.	-	-	-	-
	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.	-	-	-	-
	<i>Take orders from guests</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>5</b>
	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	-	-	-	-

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

	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 ensue 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	-	-	-	-
	<i>Serve food and beverage to guest</i>	<b>20</b>	<b>30</b>	<b>0</b>	<b>15</b>
	PC30. ensure that orders are communicated to the kitchen and bar promptly and accurately	-	-	-	-
	PC31. prompt 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 to a guest where multiple orders have been placed	-	-	-	-
	PC35. arrange for special cutlery on the table, if required for any item	-	-	-	-
	PC36. ensure the dishes are served in the correct sequence as per standard procedures (e.g. starters, beverage/alcoholic beverage, main dishes, dessert etc.)	-	-	-	-
	PC37. ensure plates are removed without disturbing guests when they finish and item	-	-	-	-
	PC38. refill glasses with water/beverage, if needed	-	-	-	-
	PC39. make sure guests' inquiries are appropriately responded	-	-	-	-
	<b>Total Marks</b>	<b>75</b>	<b>85</b>	<b>0</b>	<b>40</b>
<b>THC/N0308: Prepare, Serve Beverages and Settle the Bill</b>	<i>Prepare beverages for the guests</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC1. Handling syrup bottles as per organizational SOP considering their shelflife and storage procedure	-	-	-	-
	PC2. Prepare coffee as per standard recipe of the bar	-	-	-	-
	PC3. Use proper crockery/glassware to suit the ordered beverage	-	-	-	-
	PC4. Ensure crockery/glassware are sparkling clean and not cracked or chipped	-	-	-	-
	PC5. Follow standard procedure for mixing, pouring and, garnishing the prepared drinks	-	-	-	-
	PC6. Measure quantity of different beverages for making coffee/non-coffee beverages	-	-	-	-
	PC7. Prepare the beverages of guest's choice using correct coffee beans/ beverage and mixes	-	-	-	-
	PC8. Apply techniques like stirring, shaking, blending, layering, or flaming etc. to make coffees as per guest's preference	-	-	-	-

PC9. Follow specific instructions for preparation of ordered drink	-	-	-	-
PC10. Shake the ingredients using a cocktailshaker with ice cubes (iced coffees) as per guest preference	-	-	-	-
PC11. Ensure there is no over pouring or spillage of beverage	-	-	-	-
PC12. Garnish the drink to make it attractive	-	-	-	-
<i>Serve the beverages to the guests</i>	20	20	0	10
PC13. Handle the tray as per organizational policy (holding at chest height) if serving at tables	-	-	-	-
PC14. Hold the saucer or handle of coffee cup	-	-	-	-
PC15. Use bottle opener, knife, etc. for opening the bottles without any damage	-	-	-	-
PC16. Pour the beverage into the guest's glass if order is cold brew	-	-	-	-
PC17. Ensure there are adequate napkins/tissues on the table	-	-	-	-
PC18. follow serving guidelines such as serving on the right-hand side of the guest	-	-	-	-
PC19. Handle cups/glasses, bottles as per procedure to avoid contamination	-	-	-	-
PC20. Serve the beverages with ice cubes or according to guest's preference	-	-	-	-
PC21. Ensure all ordered dish/ complimentary snacks are served along with the beverages	-	-	-	-
PC22. Avoid interrupting guests while serving beverages	-	-	-	-
<i>Handle guest's queries/issues</i>	20	20	0	10
PC23. Inform the cafe manager about any issues like brawls, rowdy behaviour, of the guest etc. and resolve them	-	-	-	-
PC24. Notify customers on any egg ingredient used in the coffee	-	-	-	-
PC25. Notify customers on hotness of the beverage if takeaway	-	-	-	-
PC26. Respond to all guest queries	-	-	-	-
<i>Prepare the bill as per order</i>	20	20	0	10
PC27. Prepare the bill as per SOP	-	-	-	-
PC28. Verify the bill detail with the order before presenting it to guests	-	-	-	-
PC29. Collect cash and return balance along with the invoice	-	-	-	-
PC30. Process payment by card, get signature, and return the card after swipe transaction	-	-	-	-
PC31. Bill to room, in case of guests staying in hotel	-	-	-	-
<i>Perform end of day activity</i>	20	20	0	10
PC32. Ensure the coffee bar is cleaned before closure	-	-	-	-
PC33. Clean up and organize the refrigerator and syrup shelves/cabinets	-	-	-	-
PC34. Make sure equipment and machines are stripped down, cleaned and sanitized	-	-	-	-
PC35. Ensure products are dated and are properly stored for the next day's use	-	-	-	-
PC36. Put away the products with rotation in mind	-	-	-	-
PC 37. Wash and store the glassware/crockery and other serve wares safely	-	-	-	-
PC38. Empty the grinder hopper and store the coffee properly	-	-	-	-
PC39. Lock and close coffee bar cabinet, refrigerator, etc.	-	-	-	-
PC40. Turn off electric signages, lights, ACs, etc.	-	-	-	-
PC41. Take note of the closing inventory	-	-	-	-

	PC42. Follow cafe closing timings as per regulations	-	-	-	-
	<b>Total Marks</b>	<b>100</b>	<b>100</b>	<b>0</b>	<b>50</b>
<b>THC/N0303: Perform post-dining activities</b>	<i>Present the bill to the guest</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC1. provide after-meals services such as mouth fresheners and finger-bowls as per organization standards	-	-	-	-
	PC2. take confirmation from the guest for preparing the bill	-	-	-	-
	PC3. handle guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times	-	-	-	-
	PC4. ensure guest complaints and comments are reported to management	-	-	-	-
	PC5. ensure that the guest is billed only for the items they had ordered	-	-	-	-
	PC6. present the bill in a closed folder to the guest	-	-	-	-
	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	-	-	-	-
	<i>Prepare table for next guest</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC10. ensure removal of used dishware and tableware and leftover food items	-	-	-	-
	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	-	-	-	-	
	<b>Total Marks</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>20</b>
<b>THC/N9902: Ensure effective communication and service standards at workplace</b>	<i>Promote effective communication</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on in a timely manner	-	-	-	-
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
	PC10. ensure self and team members report to work on time	-	-	-	-
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-	

	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
	PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	<b>Total Marks</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>
<b>THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy</b>	<i>Maintain organisational confidentiality</i>	6	3	-	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	-	-	-	-
	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	-	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	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slip etc.	-	-	-	-
	<b>Total Marks</b>	<b>10</b>	<b>5</b>	<b>-</b>	<b>5</b>
<b>THC/N9907: Monitor and maintain health, hygiene and safety at workplace</b>	<i>Ensure personal and workplace hygiene</i>	15	15	-	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>	<b>10</b>	<b>10</b>	-	<b>5</b>
	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>	<b>5</b>	<b>10</b>	-	<b>5</b>
	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	-	-	-	-
	<b>Total Marks</b>	<b>30</b>	<b>35</b>	-	<b>15</b>
<b>DGT/VSQ/N0102: Employability Skills (60 Hours)</b>	<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
	PC3. 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.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. 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	-	-	-	-
	<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-	
PC8. read and understand routine information, notes, instructions, mails, letters etc.	-	-	-	-	

written in English				
PC9. write short messages, notes, letters, e-mails etc. in English				
<i>Career Development &amp; Goal Setting</i>	1	2	-	-
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-

	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	<i>Customer Service</i>	1	2	-	-
	PC26. identify different types of customers	-	-	-	-
	PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship &amp; Jobs</i>	2	3	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	<b>Total Marks</b>	<b>20</b>	<b>30</b>	-	-
	<b>Grand Total</b>	<b>383</b>	<b>420</b>	-	<b>190</b>

## 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.*

## &lt;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 Guest Service Associate (Food & Beverage Service)) 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
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
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment

<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>ISO</b>	International Standards Organization
<b>IPR</b>	Intellectual Property Rights
<b>IATA</b>	International Air Transport Association
<b>WHO</b>	World Health Organization
<b>ICAO</b>	International Civil Aviation Organization
<b>IRDA</b>	Insurance Regulatory and Development Authority of India

## Glossary

<b>Term</b>	<b>Description</b>
<b>National Occupational Standards (NOS)</b>	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.
<b>Qualification</b>	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
<b>Qualification File</b>	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.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>