

<b>NSDA Code</b> <b>2020/TH/DGT/03744</b>
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**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

Directorate General of Training (DGT)  
Government of India, Ministry of Skill Development and Entrepreneurship,  
1st and 2nd Floor, CIRTES Building  
Next to Pusa ITI, Pusa Campus  
New Delhi – 110012.

**Name and address of submitting body:**

Directorate General of Training (DGT)  
Government of India, Ministry of Skill Development and Entrepreneurship,  
1st and 2nd Floor, CIRTES Building  
Next to Pusa ITI, Pusa Campus  
New Delhi – 110012.

**Name and contact details of individual dealing with the submission**

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**List of documents submitted in support of the Qualifications File**

1. Competency-based curriculum with following details:

Model Curriculum to be added which will include the following:

1. Indicative list of tools/equipment to conduct the training: Enclosed with curriculum
2. Trainers qualification: Indicated in the curriculum

3. Lesson Plan: All DGT curricula are designed indicating specific practical to be carried out during training along with details of trade theory. Based on this the concerned instructor prepares the Lesson Plan and demonstration plan with support of IMPs developed by NIMI,DGT.
4. Distribution of training duration into theory/practical/OJT component: Indicated in the curriculum.
2. Curriculum for Core Skills (Employability Skills).

NSQC Approved

**5. SUMMARY**

<b>1</b>	<b>Qualification Title</b>	<b>'Food &amp; Beverages Service Assistant'</b>
<b>2</b>	<b>Qualification Code, if any</b>	<b>DGT/1056</b>
<b>3</b>	<b>NCO code and occupation</b>	5131.0401 - Waiter, Institutional/ Food and Beverage Service-Steward
<b>4</b>	<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term)</b>	<p>Prepare skilled craftsman to undertake the job roles of Food &amp; Beverages Service Assistant and will enable the trainee to receive customers in dining hall and escorts them to tables and obtains orders from customers and ensures that food is served promptly by waiters etc.</p> <p>It is long term qualification.</p>
<b>5</b>	<b>Body/bodies which will award the qualification</b>	Directorate General of Training (DGT).
<b>6</b>	<b>Body which will accredit providers to offer courses leading to the qualification</b>	Directorate General of Training (DGT) accredits the Training providers (ITIs/ NSTIs/MSTIs/BTCs/BTPs / Industries / Establishments).
<b>7</b>	<b>Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)</b>	<p>Yes.</p> <p>The accreditation/ affiliation norms and any amendments made from time to time are available on DGT web portal.</p>
<b>8</b>	<b>Occupation(s) to which the qualification gives access</b>	<ul style="list-style-type: none"> <li>5131.0401 - Waiter, Institutional/ Food and Beverage Service-Steward</li> </ul>
<b>9</b>	<b>Job description of the occupation</b>	<p>The individual serves food, snacks and beverages to customers, guests in hotels, bars, and restaurants. Prepares table with clean linen, condiments containers, glasses, menu-card and obtains orders from customers. Collects food, beverages, snacks etc., from kitchen according to customers' orders from Pantry Man and serves them. Waits on customers periodically for additional requirements, of food etc.</p>

<b>10</b>	<b>Licensing requirements</b>	NOT REQUIRED		
<b>11</b>	<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)</b>	NOT APPLICABLE		
<b>12</b>	<b>Level of the qualification in the NSQF</b>	Level 4		
<b>13</b>	<b>Anticipated volume of training/learning required to complete the qualification</b>	<b>Sl. No.</b>	<b>Course Element</b>	<b>Notional Training Hours</b>
		1	Professional Skill (Trade Practical)	1200
		2	Professional Knowledge (Trade Theory)	240
		5	Employability Skills	160
			Total	1600
<b>14</b>	<b>Indicative list of training tools required to deliver this qualification</b>	As per Annexure I of curriculum.		
<b>15</b>	<b>Entry requirements and/or recommendations and minimum age</b>	Passed 10th Class Examination.  Minimum age 14years as on first day of academic session		
<b>16</b>	<b>Progression from the qualification (Please show Professional and academic progression)</b>	An Individual can proceed for:		
		Professional <ul style="list-style-type: none"> <li>• Craftsman</li> <li>• Senior Craftsman</li> <li>• Supervisor</li> <li>• Manager</li> <li>• Entrepreneur</li> </ul>	Technical / Academic  <div style="border: 1px solid black; width: 100px; height: 100px; margin: 0 auto; position: relative;"> <div style="position: absolute; top: 0; left: 0; right: 0; border-top: 1px solid black;"></div> <div style="position: absolute; bottom: 0; left: 0; right: 0; border-bottom: 1px solid black;"></div> </div> ATS CITS Diploma/ Advance Diploma (Vocational)	
<b>17</b>	<b>Arrangements for the</b>	<ul style="list-style-type: none"> <li>• Yes (For more details refer "Guidelines</li> </ul>		

	<b>Recognition of Prior learning (RPL)</b>	for Private candidate” in DGT website MIS portal).		
<b>18</b>	<b>International comparability where known (research evidence to be provided)</b>	-		
<b>19</b>	<b>Date of planned review of the qualification.</b>	5 Yrs. from the Date of Approval		
<b>20</b>	<b>Formal structure of the qualification</b>			
	<b>Mandatory components</b>			
	<b>Title of component and identification code/NOSs/ Learning Outcomes</b>	<b>Estimated size (learning hours)</b>		<b>Level</b>
		<b>Skills</b>	<b>Knowledge</b>	
<b>TRADE SPECIFIC</b>				
(i)	Handle cutlery/crockery/ glassware, hygienically and observe do's & don't while waiting at the table. Following safety precautions.	30	6	3
(ii)	Handle Flatware and Hollowware hygienically and correctly use of Linen-waiter's cloth/runner/table cloth/napkin.	30	6	3
(iii)	Carry and balance equipments/ food/ beverages on a tray.	30	6	4
(iv)	Adopt methods and techniques of different styles of service – American/ French/ English/ India.	30	6	4
(v)	Carry out room service operations.	30	6	4
(vi)	Arrange & set up tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee.	30	6	4
(vii)	Arrange & set up cover for a la carte and table d'hote menu.	30	6	4
(viii)	Plan a five course menu and set up the table according to the menu.	30	6	4

(ix)	Plan & set up different themes of Banquets.	30	6	4
(x)	Receive the guest, seating at the table and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food.	45	9	4
(xi)	Check & accept the payments and practice situation handling.	45	9	4
(xii)	Apply methods of cooking.	30	6	4
	On-the-Job Training (OJT).	144		
(xiii)	Serve non-alcoholic Beverage like tea, coffee Aerated Drinks, Milk shakes, Juices, Tisanes etc.	60	12	4
(xiv)	Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc.	90	18	4
(xv)	Serve Beer/ fermented beverages.	90	18	4
(xvi)	Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.	30	6	4
(xvii)	Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.	60	12	4
(xviii)	Serve Cigars, cigarettes and change the ash mag. Serve cheese etc.	90	18	4
(xix)	Serve salads, Ice creams and Soups.	60	12	4
(xx)	Design the layout of restaurant.	30	6	4
(xxi)	Perform group activity: Blind Guest, Invalid Guest, Drunk Guest, Without money, Spillage.	30	6	4
(xxii)	Separate the activities and maintain log books, records, Proformas.	30	6	4
	On-the-Job Training (OJT).	144		
<b>CORE SKILL</b>				

<b>EMPLOYABILITY SKILLS</b>				
(i)	Apply safe working practices.	-	20	4
(ii)	Comply with environment regulation and housekeeping.		20	4
(iii)	Interpret & use formal and technical communication.		20	4
(iv)	Apply the concept in productivity & quality management in day to day work to improve productivity & quality.		20	4
(v)	List and interpret various acts of labour welfare legislation.		20	4
(vi)	Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.		20	4
(vii)	Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.		20	4
(viii)	Utilize basic computer applications and internet to take benefit of IT developments in the industry.		20	4
	<b>Total</b>		1600	

**SECTION 1**  
**ASSESSMENT**

21	<p><b>Body/Bodies which will carry out assessment:</b>          Controller of Examinations, DGT</p>
22	<p><b>How will RPL assessment be managed and who will carry it out?</b>          DGT will carry out the RPL assessment following the below mentioned eligibility criteria for Trainee:</p> <p>Applicants aspiring to appear as Private Candidates in the AITT under CTS for award of NTC, have been categorized based on their educational background and experience. Subsequently 'Private Candidates' may be admitted under one of the following categories. Category wise 'eligibility criteria' for appearing as 'Private Candidate' in AITT under CTS has been listed below:</p> <p>Category I: Ex-trainees (successful pass-outs) of ITI</p> <p>A. Ex-trainees of ITI who already possess NTC in one of the trades under CTS, are eligible for applying as Private candidate for an allied trade, provided he/ she fulfils all the conditions regarding educational qualification etc. prescribed for that allied trade.</p> <p>B. In addition, the applicant should possess minimum of 1 year experience (as on date of submission of application) post the date of AITT result declaration in the desired allied trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities registered with any government/local authorities / shops covered under Factories Act 1948 and Shops and Establishments Act applicable for the concerned State.</p> <p>Category II: 'Ex-trainees (successful pass-outs) and current trainees under CoE scheme</p> <p>A. The applicant should have the minimum prescribed entry qualification and should fulfil eligibility criteria for the desired trade under CTS, in which he/she intends to appear for AITT as Private Candidate. CoE candidates must register as 'Private Candidate' under CTS in the relevant/mapped CTS trade only.</p> <p>B. There should be a minimum gap of 1 year between successful completions of CoE training i.e. from the date of result declaration to the date of submission of application for 'Private Candidate' certification.</p> <p>C. During this gap of 1 year, the candidate must have undergone Industry training or gained experience in desired trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities registered with any government/local authorities / shops covered under</p>



	<p>Factories Act 1948 and Shops and Establishments Act applicable for the concerned State.</p> <p>Category III: SCVT Candidates (admitted till August 2018 session)</p> <p>A. No special provisions have been made for SCVT Trainees to enrol as 'Private Candidate'. Going forward, SCVT trainees have been granted equivalence vide G.S.R 186(E) dated 2nd March 2017 for undergoing apprenticeship training under the Apprentices Act 1961 to obtain 'NAC'.</p> <p>B. Only for SCVT trainees admitted till August 2018 batch, provision has been made for obtaining NTC by appearing in AITT under 'Private Candidate'. Such trainees will continue to be governed by old guidelines for 'Private Candidate'.</p> <p>Category IV: Other Candidates (candidate not falling in any of the above 3 categories, including SCVT trainees enrolled from admission session 2019 onwards)</p> <p>A. The applicant should have the minimum prescribed entry qualification and should fulfil eligibility criteria for the relevant trade under CTS, in which he/she desires to appear for AITT as Private Candidate.</p> <p>B. Applicant should be minimum 21 years of age on the date of submission of application. There is no upper age limit.</p> <p>C. The applicant should possess minimum of 3 years' experience (on the date of submission of application) in the relevant trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities registered with any government/local authorities / shops covered under Factories Act 1948 and Shops and Establishments Act applicable for the concerned State.</p> <p>For detail and updated information please refer to DGT web portal.</p>
<p><b>23</b></p>	<p><b>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</b></p> <p><b>(1) Assessment process:</b></p> <p>The assessment for the qualification is carried out by conducting formative assessments, and end of year examinations (Summative). The formative assessments in respect of each Learning Outcome for practical and related theory are conducted by the concerned instructors for evaluating the knowledge and skill acquired by trainees and the behavioural transformation of the trainees. This formative assessment is primarily</p>

carried out by collecting evidence of competence gained by the trainees by evaluating them at work based on assessment criteria, asking questions and initiating formative discussions to assess understanding and by evaluating records and reports. Summative assessment is carried out by All India Trade Test on Trade Theory, Trade practical and Employability Skills. The question papers for the theory Examinations contain objective type questions.

The marking pattern and distribution of marks for the qualification are as under:

Sl. No.	Type of assessment	Subject for the trade test	Marks
1	Summative Assessment	Practical	250
2		Trade Theory	100
5		Employability Skills	50
6	Formative assessment based on Learning Outcomes		200
TOTAL:			600

**(2) Minimum pass marks:**

The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.

**Testing and certifications for the course:**

Controller of examinations, DGT carries out the assessment and issues National Trade Certificate (NTC) following the norms and guidelines issued by the Directorate from time to time.

**Overall assessment strategy:**

Assessment of the qualification evaluates trainees to show that they can integrate knowledge, skills and values for carrying out relevant tasks as per the defined learning outcomes and assessment criteria. The trainees may choose the preferred language for assessment. The underlying principle of assessment is fairness and transparency. While assessing the trainee, assessor is directed to assess as per the defined assessment criteria

	<p>against the learning outcomes. The evidence of the competence acquired by the trainees can be obtained by conducting theory and practical examinations, observing the trainees at work, asking questions and initiating discussions to assess, understand and evaluate records and reports. The ultimate objective of the assessment is to assess the candidates as per the defined assessment criteria for the learning outcomes.</p> <p><b>Specific Arrangements for assessment:</b></p> <ul style="list-style-type: none"> <li>• Assessment is outcome-based.</li> <li>• There are formative and summative assessments in Theory and Practical.</li> <li>• Assessment is carried out in Trade theory, Trade Practical and Employability Skills.</li> <li>• While Trade Theory and Trade Practical are used for assessing Trade-related jobs and Employability skills is used to test the communication, professional language, leadership and entrepreneurship and team-work abilities of the trainee.</li> <li>• In addition to demonstration of theory and practical knowledge, trainees get a chance to present total personality.</li> </ul> <p><b>Quality assurance activities:</b></p> <p>Question papers are set by external paper setters/ software generated. Evaluation of Theory Examinations in Trade and Employability Skill is done by third-party agency.</p> <p>Trade Practical is examined by External Examiner.</p>
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## 24. Assessment evidences

### Title of Component: Formative Assessment Breakup

( on half yearly average of the learning assessment covered)

#### Means of assessment

Assessment will be evidence based comprising the following for each Learning Outcome:

Serial No.	Terminal Competency	Maximum Weightage (%)
1	Safety consciousness	15
2	Workplace hygiene	5
3	Attendance/ Punctuality	10

4	Ability to follow Manuals/ Written instructions	5
5	Application of Knowledge	10
6	Skills to handle tools / equipment/ Instruments/ Devices	10
7	Economical use of materials	5
8	Working Strategy	10
9	Quality in workmanship/ Performance	15
10	VIVA	15
	Total Maximum Weightage (%)	100

**Pass/Fail**

The minimum pass percentage is 60% marks for formative assessment.

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**LEARNING OUTCOME WITH ASSESSMENT CRITERIA:**

<b>LEARNING OUTCOME (TRADE SPECIFIC)</b>	
<b>LEARNING OUTCOME</b>	<b>ASSESSMENT CRITERIA</b>
1. Handle cutlery/crockery/ glassware, hygienically and observe do's & don't while waiting at the table. Following safety precautions.	Identifications of service equipments.
	Setting up of tables - handling of service equipments.
	Care and upkeep of service equipments.
	Video /Power Point Presentation on grooming, personal hygiene, dos & don'ts by an F&B Assistant.
	Rules to be observed while waiting at the table.
	Hygienic handling of Cutlery/ Crockery/Glassware.
	Demonstration and practice of laying a Table.
2. Handle Flatware and Hollowware hygienically and correctly use of Linen-waiter's cloth/runner/table cloth/napkin.	Hygienic handling of Flatware and Hollowware.
	Introduction to Linen.
	Correct use of Linen - waiter's cloth/Runner/ Table cloth/ Napkin etc.
	Laying and relaying table cloth.
	Napkin folding. (min. 5 types)
	laying of a cover.
3. Carry and balance equipments/ food/ beverages on a tray.	Correct handling and practices of using service spoon and service fork.
	Tray carrying and balancing of equipments / food / beverages on a tray.
	Balancing service tray.
	Methods and Techniques of different styles of service - American/ French/English/ In situ.
	Setting up of side station.
	Setting of room service tray & trolley for tea / coffee / pre plated food / 3 course meal.
	Practicing room service operations in the training restaurant.
4. Adopt methods and techniques of different styles of service – American/ French/ English/ India.	Methods and Techniques of different styles of service - American/ French/English/ In situ.

5. Carry out room service operations.	Set up of side station.
	Set room service tray & trolley for tea / coffee / pre plated food / 3 course meal.
	Practice room service operations in the training restaurant.
6. Arrange & set up tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee.	Set up tray for room service for English.
	Set up tray for room service for Continental.
	Set up tray for room service for Indian Breakfast.
	Set up tray for breakfast layout for coffee shop.
	Set up tray for room service for English.
7. Arrange & set up cover for a la carte and table d'hote menu.	Set up cover for a la carte and table d' hote menu.
	Demonstrate Methods and Techniques of different styles of service – In situ.
	Demonstrate on Methods and Techniques of different styles of service – American.
8. Plan a five course menu and set up the table according to the menu.	Plan a five course menu and setting up of the table according to the menu.
9. Plan & set up different themes of Banquets.	Set Theme for Banquets.
	Demonstrate through slides / video etc. for different themes.
10. Receive the guest, seating at the table and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food.	Demonstrate receiving of guest, seating at the table and serving water.
	Present the menu and take order.
	Raise KOT, BOT and food pick up service and service of food.
11. Check & accept the payments and practice situation handling.	Present the check and accepting the payments.
	Demonstrate and practices on Situation handling.
12. Apply methods of cooking.	Demonstrate on methods of cooking through Power Point / Video.
	Demonstrate on methods of cooking through Video.

13. Serve non-alcoholic Beverage like tea, coffee etc.	Prepare and Demonstrate Service of Nonalcoholic Beverages.
	Prepare and Demonstrate Service of tea.
	Prepare and Demonstrate Service of coffee.
	Prepare report on tea and coffee.
14. Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc.	Prepare and Demonstrate Service of red wines.
	Prepare and Demonstrate Service of white wines.
	Prepare and Demonstrate Service of sparkling wines.
15. Serve Beer/ fermented beverages.	Prepare and Demonstrate Service of Beer.
16. Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.	Prepare and Demonstrate Service of Spirit.
17. Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.	Demonstrate Preparation service and dispensing of mocktail.
18. Serve Cigars, cigarettes and change the ash mag. Serve cheese etc.	Prepare and Demonstrate Service of Cigars & cigarettes.
	Demonstrate Changing of the ash tray.
	Demonstrate Service of cheese.
19. Serve salads, Ice creams and Soups.	Prepare and Demonstrate Service of Salad.
	Prepare and Demonstrate Service of Ice cream.
	Prepare and Demonstrate Service of Soup.
20. Design the layout of restaurant.	Draw layout of restaurant.
21. Perform group activity: Blind Guest, Invalid Guest, Drunk Guest, Without money, Spillage	Demonstrate situation handling group activity.
22. Separate the activities and	Prepare the report of visit to nearby hotels and

maintain log books, records, Proformas.	interact with the purchasing department and the local vendors / suppliers.(Supervisor should supervise the activities and provide all the necessary inputs)
	Preapre and maintain Log Books.
	Preapre and maintain Proformas.
	Preapre and maintain KOT control.
	Maintain record keeping of a restaurant.
	Demonstrate Activity of payment.

<b>LEARNING OUTCOME (CORE SKILL)</b>	
<b>LEARNING OUTCOME</b>	<b>ASSESSMENT CRITERIA</b>
<b>EMPLOYABILITY SKILLS</b>	
1. Apply safe working practices	Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements and according to site policy.
	Recognize and report all unsafe situations according to site policy.
	Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	Identify, handle and store / dispose off dangerous goods and substances according to site policy and procedures following safety regulations and requirements.
	Identify and observe site policies and procedures in regard to illness or accident.
	Identify safety alarms accurately.
	Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.



	Identify and observe site evacuation procedures according to site policy.
	Identify Personal Protective Equipment (PPE) and use the same as per related working environment.
	Identify basic first aid and use them under different circumstances.
	Identify different fire extinguisher and use the same as per requirement.
2. Comply with environment regulation and housekeeping	Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	Deploy environmental protection legislation & regulations
	Take opportunities to use energy and materials in an environmentally friendly manner.
	Avoid waste and dispose waste as per procedure
	Recognize different components of 5S and apply the same in the working environment.
3. Interpret & use formal and technical communication.	Obtain sources of information and recognize information.
	Use and draw up technical drawings and documents.
	Use documents and technical regulations and occupationally related provisions.
	Conduct appropriate and target oriented discussions with higher authority and within the team.
	Present facts and circumstances, possible solutions & use English special terminology.
	Resolve disputes within the team.
	Conduct written communication.
4. Apply the concept in productivity & quality management in day to day work to improve productivity & quality.	Explain the concept of productivity and apply during execution of job.
	Explain the concept of quality tools and apply during execution of job.
5. List and interpret various acts of labour welfare legislation.	Explain basic concept of labour welfare legislation, adhere to responsibilities and remain sensitive towards such laws.
	Knows benefits guaranteed under various acts.

6. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	Explain the concept of energy conservation, global warming, pollution and utilize the available resources optimally & remain sensitive to avoid environment pollution.
	Explain standard procedure for disposal of waste.
7. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	Explain personnel finance and entrepreneurship.
	Explain role of various schemes and institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non-financing support agencies to familiarize with the policies/ programmes, procedure & the available scheme.
	Prepare a report to become an entrepreneur for submission to financial institutions.
8. Utilize basic computer applications and internet to take benefit of IT developments in the industry.	Explain the basic hardware of personal computer.
	Use common application software viz., word, excel, power point etc., in day to day work.
	Awareness about useful internet websites, search relevant information pertaining to the assigned tasks.

**SECTION 2**

**25. EVIDENCE OF LEVEL**

**OPTION A**

Title/Name of qualification/component: Food & Beverages Service Assistant			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	<p><b>Familiar, Predictable, Routine Situations of Clear Choice</b></p> <ul style="list-style-type: none"> <li>• Carry and balance equipments/ food/ beverages on a tray.</li> <li>• Adopt methods and techniques of different styles of service – American/ French/ English/ India.</li> <li>• Carry out room service operations.</li> <li>• Handle cutlery/crockery/ glassware, hygienically and observe do's &amp; don't while waiting at the table. Following safety precautions.</li> </ul>	<p>In learning outcomes for example 'Carry out room service operations' and 'Handle cutlery/crockery/ glassware, hygienically and observe do's &amp; don't while waiting at the table. Following safety precautions', the learner will be required to choose appropriate tools, equipments, procedures as per the requirement of the job. The learner requires to demonstrate ability to work in familiar, predictable, routine, situation of clear choice.</p> <p>Hence the NSQF level as per this descriptor will be 4.</p>	4
Professional knowledge	<p><b>Factual Knowledge of field of Knowledge or study</b></p>	<p>The learner is expected to possess knowledge about different types of menu planning, factors to be taken into consideration while planning the</p>	4

<b>Title/Name of qualification/component: Food &amp; Beverages Service Assistant</b>			<b>Level: 4</b>
<b>NSQF Domain</b>	<b>Outcomes of the Qualification/Component</b>	<b>How the outcomes relates to the NSQF level descriptors</b>	<b>NSQF Level</b>
	<ul style="list-style-type: none"> <li>Banquets Operations.</li> <li>Menu Planning.</li> <li>Alcoholic Beverages: -Fermented beverages Wines; Definition &amp; description.</li> <li>Cocktails &amp; Mocktail:-Introduction, Base</li> </ul>	<p>menu, how to handle different banquets operation, set attracting themes for banquets etc. He/she also have basic knowledge about drinks like alcoholic beverages, wine growing countries, special regions (Name of some important wines from France, California, Italy, Germany, USA and India); varieties of cocktails and mocktails, its blend, garnishes etc</p> <p>The above knowledge expected to be possessed by the learner are the factual knowledge of this field of work or study.</p> <p>Hence NSQF Level 4 for this Descriptor.</p>	
Professional skill	<ul style="list-style-type: none"> <li>Arrange &amp; set up tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee.</li> <li>Plan &amp; set up different themes of Banquets.</li> <li>Receive the guest, seating at the table</li> </ul>	<p>In learning outcomes such as 'Receive the guest, seating at the table and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food' and 'Plan &amp; set up different themes of Banquets', the learner is expected to recall and demonstrate practical skills and make use of appropriate rules and tools in order to perform the assigned tasks.</p> <p>The nature of work performed by the learner is</p>	4

Title/Name of qualification/component: Food & Beverages Service Assistant			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food.	repetitive in narrow range of application and routine type..  Hence NSQF Level 4 for this Descriptor.	
Core skill	<p><b>Language to communicate written or oral, with required clarity</b></p> <ul style="list-style-type: none"> <li>Interpret &amp; use formal and technical communication.</li> </ul> <p><b>Basic Arithmetic and algebraic principles</b></p> <ul style="list-style-type: none"> <li>Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal &amp; societal growth.</li> </ul> <p><b>Basic Understanding of social/political</b></p> <ul style="list-style-type: none"> <li>Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources</li> </ul>	<p>The learning outcomes for example 'Interpret &amp; use formal and technical communication' and 'Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal &amp; societal growth.' are the learning outcomes where the learner requires to display competence in written language with required clarity, skill of basic arithmetic &amp; algebraic principles in order to understand the work enlisted in the job card/service card and use the measuring &amp; marking tools. The learner will also need to communicate with team supervisor to understand the job and explain ones work.</p> <p>The learner is also expected to possess basic understanding of social political and natural environment as mentioned in the learning</p>	4

<b>Title/Name of qualification/component: Food &amp; Beverages Service Assistant</b>			<b>Level: 4</b>
<b>NSQF Domain</b>	<b>Outcomes of the Qualification/Component</b>	<b>How the outcomes relates to the NSQF level descriptors</b>	<b>NSQF Level</b>
		<p>outcome for example 'Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources'.</p> <p>Hence NSQF Level is 4 for this descriptor.</p>	
Responsibility	<ul style="list-style-type: none"> <li>• Check &amp; accept the payments and practice situation handling.</li> <li>• Apply methods of cooking.</li> <li>• Serve non-alcoholic Beverage like tea, coffee Aerated Drinks, Milk shakes, Juices, Tisanes etc.</li> <li>• Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc</li> </ul>	<p>The role of the learner is to perform the work as per specifications and apply their own analysis of what needs to be done based on their understanding of various methods of cooking, different ways of serving non-alcoholic/alcoholic beverages, various methods of accepting payments etc..</p> <p>Here the learner is responsible for his own quality work and learning to ensure the conformance of given job requirements.</p> <p>Hence NSQF Level is 4 for this descriptor.</p>	4

**SECTION 3**  
**EVIDENCE OF NEED**

26	<p><b>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</b></p> <table border="1" data-bbox="339 551 1390 1697"> <thead> <tr> <th data-bbox="339 551 627 692"><b>Basis</b></th> <th data-bbox="627 551 1390 692"><b>In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="339 692 627 1072">Need of the qualification</td> <td data-bbox="627 692 1390 1072">Tourism And Hospitality Sector has a significant presence of organized as well as unorganized skilled manpower requirement. This sector is poised to grow exponentially in the years to come and is highly labor intensive and there are many emerging trends in this sector. Hence the qualification has been designed keeping in view to cater to the ever-increasing demand of skilled manpower in consultation with stakeholders.</td> </tr> <tr> <td data-bbox="339 1072 627 1498">Industry Relevance</td> <td data-bbox="627 1072 1390 1498">The job role defined for the qualification is as per the National Classification of Occupations 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. Moreover, the training is imparted in ITIs/NSTIs/MSTIs/BTC/ BTPs/ Industries / Establishments etc. where such requirement is available. This justifies the qualification is very much relevant for industry.</td> </tr> <tr> <td data-bbox="339 1498 627 1626">Usage of the qualification</td> <td data-bbox="627 1498 1390 1626">The Proposed qualification will create skilled Craftsman for various establishments in different Sectors.</td> </tr> <tr> <td data-bbox="339 1626 627 1697">Estimated uptake</td> <td data-bbox="627 1626 1390 1697">The present seating capacity is 1365.</td> </tr> </tbody> </table>	<b>Basis</b>	<b>In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</b>	Need of the qualification	Tourism And Hospitality Sector has a significant presence of organized as well as unorganized skilled manpower requirement. This sector is poised to grow exponentially in the years to come and is highly labor intensive and there are many emerging trends in this sector. Hence the qualification has been designed keeping in view to cater to the ever-increasing demand of skilled manpower in consultation with stakeholders.	Industry Relevance	The job role defined for the qualification is as per the National Classification of Occupations 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. Moreover, the training is imparted in ITIs/NSTIs/MSTIs/BTC/ BTPs/ Industries / Establishments etc. where such requirement is available. This justifies the qualification is very much relevant for industry.	Usage of the qualification	The Proposed qualification will create skilled Craftsman for various establishments in different Sectors.	Estimated uptake	The present seating capacity is 1365.
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27	<p><b>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences.</b></p> <p>The qualification originally designed for Craftsman Training Scheme is in existence for many years and approved by DGT (Regulatory Body) under Ministry of Skill Development and Entrepreneurship, Govt. of India.</p>										

28	<p><b>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</b></p> <p>The qualification is originally designed and approved by DGT for the Craftsman Training Scheme and is in existence for many years. No such duplicate qualification of same duration and competencies exists.</p>
29	<p><b>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</b></p> <ul style="list-style-type: none"> <li>• The research wing of CSTARI &amp; DGT reviews and updates the qualification, in consultation with industries and other stakeholders, on a regular basis by conducting trade committee meetings.</li> <li>• DGT will monitor any duplicity by comparing existing qualifications with upcoming ones in the National Qualifications Register (NQR) and relevant sectors.</li> </ul>

**SECTION 4**  
**EVIDENCE OF PROGRESSION**

**30** **What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? Show the career map here to reflect the clear progression**

On completion of the training the trainee will have an opportunity to move in vertical/horizontal pathways to promote to higher designations. The learner can further undergo other specialised courses to excel in the relevant field.

```

graph LR
    A[Craftsman] --> B[Senior Craftsman]
    B --> C[Supervisor]
    C --> D[Manager]
    A --> E[Entrepreneur]
    B --> E
    C --> E
    D --> E
  
```

The diagram illustrates a career progression path. It starts with a box labeled 'Craftsman'. A horizontal arrow points to a box labeled 'Senior Craftsman'. Another horizontal arrow points from 'Senior Craftsman' to a box labeled 'Supervisor'. A third horizontal arrow points from 'Supervisor' to a box labeled 'Manager'. Below these four boxes, a vertical line descends from the center, leading to a box labeled 'Entrepreneur'. This indicates that after completing the training as a Craftsman, Senior Craftsman, Supervisor, or Manager, the learner has the opportunity to become an Entrepreneur.