



Model Curriculum

QP Name: Cafeteria Incharge (Small Establishment)

QP Code: THC/Q5905

QP Version: 3.0

NSQF Level: 4

Model Curriculum Version: 3.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1412.0100
Minimum Educational Qualification and Experience	<p>12th grade pass or equivalent with 1 -year of relevant experience</p> <p>OR</p> <p>11th Grade Pass with 1.5- years of relevant experience</p> <p>OR</p> <p>10th Grade Pass with 3- years of relevant experience</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level 3.5 with 1.5- years of relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	3.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	3.0
Minimum Duration of the Course	480 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	480 Hours, 0 Minutes (Including ES and OJT)

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Perform the tasks to maintain cleanliness of the sales counter
- Perform the activities to set up the sales counter at the start of the day
- Explain how to manage the inventory and sales improvement activities
- Describe the procedure of processing the guest's order
- Apply proper procedure to manage catering operation
- Create a sample weekly work schedule and duty roasters of staff
- Apply appropriate practices to promote effective communications with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N2911: Set up & Maintain Sales Counter and Assist Guests NOS Version No. 4.0 NSQF Level 4	26:00	24:00	40:00	00:00	90:00
Module 1: Introduction to Hotel Industry and Cafeteria Incharge (Small Establishment)	06:00	00:00	00:00	00:00	06:00
Module 2: Organize the Sales Counter for Daily Activities	10:00	12:00	20:00	00:00	42:00
Module 3: Provide Assistance with Guest's Order	10:00	12:00	20:00	00:00	42:00
THC/N5910– Manage Catering Operations NOS Version No. 2.0 NSQF Level 4	69:00	61:00	110:00	00:00	240:00
Module 4: Manage Resources and Logistics for Catering Services	35:00	31:00	55:00	00:00	121:00

Module 5: Ensure Food Quality and Catering Business Administration	34:00	30:00	55:00	00:00	119:00
THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 4	15.00	15.00	00.00	0.00	30.00
Module 6: Maintain Effective Communication and Service Standard	15.00	15.00	00.00	0.00	30.00
THC/N9903- Maintain Organisational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 4	15.00	15.00	00.00	0.00	30.00
Module 7: Organizational Confidentiality and Customer Privacy	15.00	15.00	00.00	0.00	30.00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 4	15.00	15.00	00.00	0.00	30.00
Module 8: Basic Health and Safety Standards	15.00	15.00	00.00	0.00	30.00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 9. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 10. Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 11. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 12. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 13. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 14. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 15. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30

Module 16. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 17. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 18. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 19. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 20. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	164:00	166:00	150:00	00:00	480:00

Module Details

Module 1: Introduction to Hotel Industry and Cafeteria Incharge (Small Establishment)

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of a Cafeteria Incharge (Small Establishment)
- Explain the scope of work for a Cafeteria Incharge (Small Establishment)

Duration: 06:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of hotel of small, medium and large establishments • Discuss inter and intra departmental coordination of Food Production & Kitchen service with other departments • Elaborate the job role and job opportunity for Cafeteria Incharge (Small Establishment) in the Tourism and Hospitality Industry • Elaborate different types of menus served in Catering Services 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Organize the Sales Counter for Daily Activities

Mapped to THC/N2911 v 4.0

Terminal Outcomes:

- Apply appropriate knowledge and skills of using different tools and equipment
- Explain the procedure to maintain cleanliness and hygiene of the workstation
- Describe effective inventory management procedures

Duration: 10:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of organising the sales counter and maintaining its cleanliness and hygiene • Elaborate various tools, equipment, food items, and other supplies required at the workstation • Explain the procedure to set up the sales counter • Describe effective ways to display food and beverage items at sales counter • Elaborate counter sales inventory management procedures • Explain FSSAI and HACCP standard protocols related to Food Production, Food safety and quality standards 	<ul style="list-style-type: none"> • Employ appropriate practices to organise the sales counter • Demonstrate how to arrange and operate various tools and equipment in the counter and workstation • Apply appropriate techniques to maintain cleanliness and hygiene of the sales counter • Demonstrate how to set up the sales counter • Employ appropriate inspection procedures to check the displayed food and beverages for cleanliness, freshness, visual appeal and proper labelling • Employ appropriate techniques to manage counter sales inventory
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Relevant tools and equipment, Various types of food and beverages, Other supplies, and materials.	

Module 3: Provide Assistance with Guest's Order

Mapped to THC/N2911 v 4.0

Terminal Outcomes:

- Explain the ways of greeting the guests
- Describe the activities to assist the guests while ordering the food and beverages

Duration: 10:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of communication etiquette and body language while assisting guests with their orders • Explain the procedure to handle guest's order • Describe the factors that affect the shelf-life of foods available in the QSR and the precautionary measures to ensure food quality • Discuss different types of sauces, accompaniments and tableware used in the restaurants • Describe the process of handling online orders 	<ul style="list-style-type: none"> • Demonstrate professional etiquette while receiving and greeting the guests • Dramatize how to handle guest's order • Employ appropriate techniques to check the quality of food
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Cutlery, Tableware, Sauces, Accompaniments, Wrappers, Various cleaning chemicals and accessories, Some pre/semi - cooked food material.	

Module 4: Manage Resources and Logistics for Catering Services

Mapped to THC/5910 v 2.0

Terminal Outcomes:

- Create a sample weekly work schedule and duty roaster for the staff
- Explain effective ways to give constructive feedback and
- Handle and resolve conflict among the team members
- Apply proper methods for availability of all supplies and equipment for catering service

Duration: 35:00	Duration: 31:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain legislation, standards, policies, regulations, procedures, health and safety requirements for cafeteria and catering services • Describe the effective ways to brief the catering staff and giving them clear instructions regarding the assigned duties • State the significance of maintaining daily operations and delegating day to day responsibilities to the staff accurately • Discuss effective leadership, team management and conflict management techniques • Discuss effective ways to provide constructive feedback to the team members for improving their performance • Describe methods to implement the policies and procedures in operating the catering services • Discuss effective resource management techniques 	<ul style="list-style-type: none"> • Prepare a sample weekly work schedule and duty roaster for the staff • Role play on how to brief the catering staff regarding the assigned duties • Employ proper practices to handle and resolve staff problems like absenteeism, schedule change, etc. and arrange backup for unplanned leaves of any employee • Employ proper practices to inform management regarding human resource requirement in the department and assist the catering manager in hiring the staff • Apply appropriate methods to supervise the staff in maximizing all resources to achieve high quality and excellent cost control • Show how to administer performance management and take appropriate disciplinary actions as required • Apply proper procedures to train the staff about organizational work culture, quality standards, and job responsibilities along with identifying their specific training needs and implementing a staff training plan accordingly • Employ proper practices to obtain details from the manager regarding the booking like menu, pax, or any other special requirement of the guest • Apply proper procedures to ensure availability of all supplies, material and equipment • Show how to check the vehicles for cleanliness and sanitation before loading the food items, supplies and

	equipment and ensure all food items are stored at appropriate temperature and as per standards
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample work schedule, duty roaster, training plan etc., Vehicle	

Module 5: Ensure Food Quality and Catering Business Administration

Mapped to THC/N5910 v 2.0

Terminal Outcomes:

- Perform the steps for ensuring the quality of food and presentation during cooking and serving
- Apply appropriate procedure to control inventories of food, equipment, and beverages for catering services
- Discuss various methods of keeping relevant records for catering service
- Create a sample equipment maintenance schedule

Duration: 34:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the guidelines of FSSAI (Food Safety and Standards Authority of India) for food safety • Discuss the appropriate temperature and serving standards for various food items and beverages while serving the guest • Elaborate the ways to maintain cleanliness and hygiene at the workplace • Explain the appropriate handling procedures for various food items • Discuss various inventory management and stock optimization methods • State the significance of self-availability on-site during Out Door Catering (ODC) at all times • Describe various methods of record-keeping for catering service • Discuss the applicable statutory and regulatory requirements for the catering business 	<ul style="list-style-type: none"> • Apply inspection techniques to check the supplies, equipment, and work area for efficient service and conformance to standards • Apply proper practices to inspect the food for quality during cooking and for presentation and correct temperature while serving • Employ appropriate procedures to ensure that serving standards are maintained while serving the guests and any special requests of the guests are addressed • Employ proper practices to assist catering manager with planning of special events like menu planning, logistics etc. • Apply appropriate methods to monitor working hours of the staff with appropriate break periods • Employ appropriate approaches to analyse operational problems, such as theft and wastage, and establish procedures to alleviate these problems • Apply appropriate methods to control inventories of food, equipment, and beverages, and report shortages to designated person • Prepare a sample equipment maintenance schedule • Role play a situation on how to handle and address client complaints promptly • Dramatize a situation to submit the bills to client and collect money from them

	<ul style="list-style-type: none"> • Apply proper procedure to record production, operational, and personnel data on specified form
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample equipment maintenance schedules , menu etc.	

Module 6: Maintain Effective Communication and Service Standard

Mapped to THC/N9901, v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903, v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Basic Health and Safety Standard

Mapped to THC/N9906, v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

Duration:15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize a situation on mock safety drills for emergency situations • Dramatize a situation on mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	

Tools, Equipment and Other Requirements

Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports

Module 9: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss need of basic English skills 	<ul style="list-style-type: none"> Show how to use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of career development plan 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the importance of active listening for effective communication 	<ul style="list-style-type: none"> Demonstrate how to communicate in a well-mannered way with others. Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of using financial products and services safely and securely. Explain the importance of managing expenses, income, and savings. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> • Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Differentiate between types of customers Explain the significance of identifying customer needs and addressing them Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of dressing up neatly and maintaining hygiene for an interview Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> Create a biodata Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: On-the-Job Training

Mapped to Cafeteria Incharge (Small Establishment)

Mandatory Duration: 150:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Employ appropriate practices to organise the sales counter • Demonstrate how to arrange and operate various tools and equipment in the counter and workstation • Apply appropriate techniques to maintain cleanliness and hygiene of the sales counter • Demonstrate how to set up the sales counter • Employ appropriate inspection procedures to check the displayed food and beverages for cleanliness, freshness, visual appeal and proper labelling • Employ appropriate techniques to manage counter sales inventory • Demonstrate professional etiquette while receiving and greeting the guests • Dramatize how to handle guest's order • Employ appropriate techniques to check the quality of food • Prepare a sample weekly work schedule and duty roaster for the staff • Role play on how to brief the catering staff regarding the assigned duties • Employ proper practices to handle and resolve staff problems like absenteeism, schedule change, etc. and arrange backup for unplanned leaves of any employee • Employ proper practices to inform management regarding human resource requirement in the department and assist the catering manager in hiring the staff • Apply appropriate methods to supervise the staff in maximizing all resources to achieve high quality and excellent cost control • Show how to administer performance management and take appropriate disciplinary actions as required • Apply proper procedures to train the staff about organizational work culture, quality standards, and job responsibilities along with identifying their specific training needs and implementing a staff training plan accordingly • Employ proper practices to obtain details from the manager regarding the booking like menu, pax, or any other special requirement of the guest • Apply proper procedures to ensure availability of all supplies, material and equipment • Show how to check the vehicles for cleanliness and sanitation before loading the food items, supplies and equipment and ensure all food items are stored at appropriate temperature and as per standards • Apply inspection techniques to check the supplies, equipment, and work area for efficient service and conformance to standards • Apply proper practices to inspect the food for quality during cooking and for presentation and correct temperature while serving • Employ appropriate procedures to ensure that serving standards are maintained while serving the guests and any special requests of the guests are addressed • Employ proper practices to assist catering manager with planning of special events like menu planning, logistics etc. • Apply appropriate methods to monitor working hours of the staff with appropriate break periods • Employ appropriate approaches to analyse operational problems, such as theft and wastage, and establish procedures to alleviate these problems • Apply appropriate methods to control inventories of food, equipment, and beverages, and report shortages to designated person 	

- Prepare a sample equipment maintenance schedule
- Role play a situation on how to handle and address client complaints promptly
- Dramatize a situation to submit the bills to client and collect money from them
- Apply proper procedure to record production, operational, and personnel data on specified form
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate / Diploma / Degree / Post Graduate	Facility Management/Hotel /QSR	5 years	Facility Management /Hotel/QSR	1 year	Facility Management/ Hotel/QSR	

Trainer Certification	
Domain Certification	Platform Certification
“Cafeteria Incharge (Small Establishment)”, “THC/Q5905, V3.0”, Minimum accepted score is 80%	Recommended that the trainer is certified for the job role “Trainer (VET and skills)”, mapped to the qualification pack “MEP/Q2601, V2.0”. The minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Post Graduate		5 years	F&B Service/Kitchen	0		

Assessor Certification	
Domain Certification	Platform Certification
“Cafeteria Incharge (Small Establishment)”, “THC/Q5905, V3.0”, Minimum accepted score is 80%	Recommended that the assessor is certified for the job role “Assessor (VET and skills)”, mapped to the qualification pack “MEP/Q2701, V2.0”. The minimum accepted score is 80%.

Assessment Strategy

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

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDMS/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
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

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
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
QSR	Quick Service Restaurants
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights