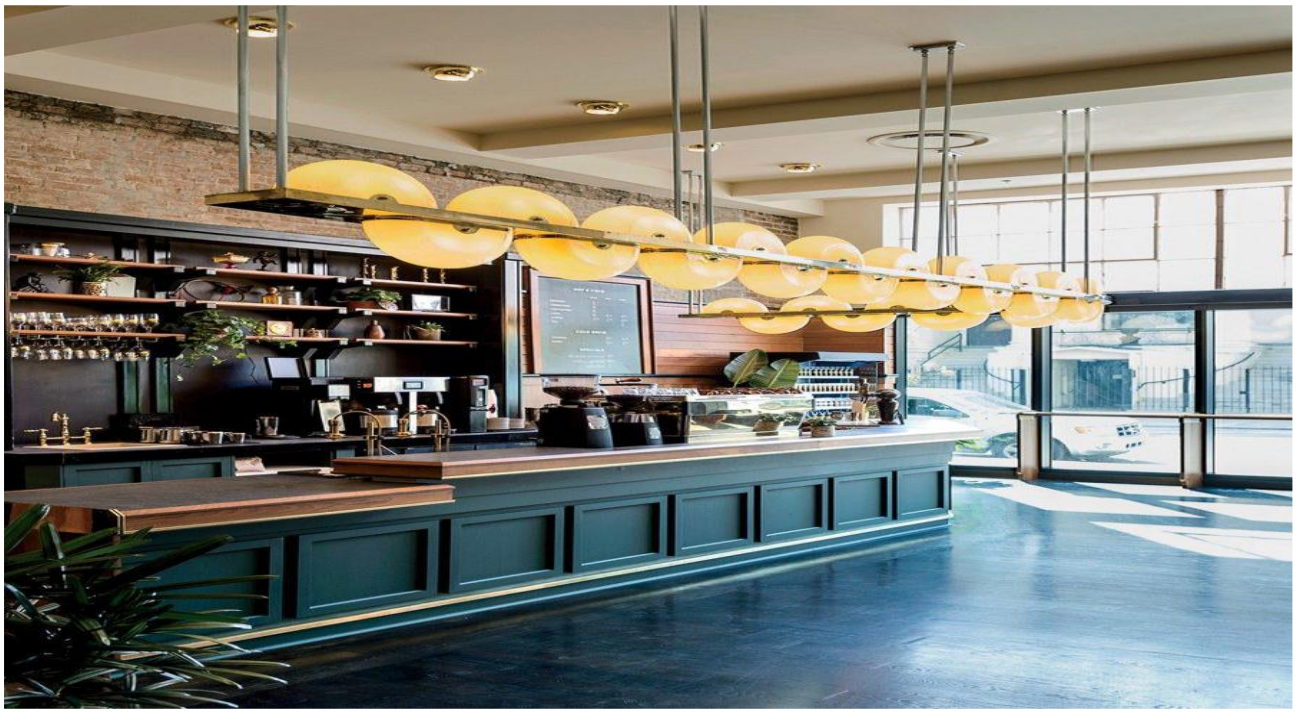

Model Curriculum

QP Name: Counter Sales Executive- Tourism and Hospitality
QP Code: THC/Q2903
QP Version: 5.0
NSQF Level: 3.5
Model Curriculum Version: 5.0

Tourism & Hospitality Skill Council || #301, 3rd Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place , New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
Country	India
NSQF Level	3.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5246
Minimum Educational Qualification and Experience	11th-grade pass OR 10th grade pass 1.5 years of relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with 1.5 years of relevant experience *Experience may be inclusive of apprenticeship*
Pre-Requisite License or Training	NA
Minimum Job Entry Age	17 Years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	5.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	5.0
Minimum Duration of the Course	450 Hours, 0 Minutes (including 60 Hrs. Employability Skills)
Maximum Duration of the Course	450 Hours, 0 Minutes (including 60 Hrs. Employability Skills)

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
- Perform the activities to serve various food items and beverages to the guests
- Apply appropriate practices to receive customer calls and take orders for home delivery
- Role play on how to handle online orders and communicate to kitchen staff
- Prepare a sample kitchen order ticket (KOT) and bill for customer's orders
- Apply appropriate procedures to facilitate appropriate delivery of the order
- Apply proper practices to maintain the cash flow
- Perform the tasks of preparing all the relevant reports
- Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices 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 Serve Guests **NOS Version No. 3.0** **NSQF Level 3.5**	**10:00**	**30:00**	**20:00**	**00:00**	**60:00**
Module 1: Introduction to the Customer Service and Counter Sales Executive- Tourism and Hospitality	04:00	00:00	00:00	00:00	04:00
Module 2: Organize the Sales Counter for Daily Activities	03:00	15:00	10:00	00:00	28:00

Module 3: Provide Assistance with Guest's Orders	03:00	15:00	10:00	00:00	28:00
THC/N2908 – Process Guest's Order **NOS Version No. 3.0** **NSQF Level 3.5**	**15:00**	**30:00**	**45:00**	**00:00**	**90:00**
Module 4: Carry out the Activities to process Guest's Orders	07:00	15:00	22:00	00:00	44:00
Module 5: Serve the Guests	08:00	15:00	23:00	00:00	46:00
THC/N2912: Take Customer's Orders for Home Delivery **NOS Version No. 2.0** **NSQF Level 3.5**	**10:00**	**25:00**	**55:00**	**00:00**	**90:00**
Module 6 Receive Customer Calls and Take Orders	04:00	08:00	18:00	00:00	30:00
Module 7: Handle Online Order and Communicate to Kitchen Staff	03:00	09:00	18:00	00:00	30:00
Module 8: Facilitate Standard Delivery of the Order	03:00	08:00	19:00	00:00	30:00
THC/N2913 – Manage Administrative Work **NOS Version No. 2.0** **NSQF Level 3.5**	**10:00**	**20:00**	**30:00**	**00:00**	**60:00**
Module 9: Perform Administrative Work	10:00	20:00	30:00	00:00	60:00
THC/N9901 – Communicate Effectively and Maintain Service Standards **NOS Version No. 2.0** **NSQF Level 3.5**	**15.00**	**15.00**	**00.00**	**0.00**	**30.00**
Module 10: Maintain Effective Communication and Service Standard	15.00	15.00	00.00	0.00	30.00
THC/N9903- Maintain Organisational Confidentiality and	**15.00**	**15.00**	**00.00**	**0.00**	**30.00**

Respect Customers' Privacy **NOS Version No. 2.0** **NSQF Level 3.5**					
Module 11: 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 3.5**	**15.00**	**15.00**	**00.00**	**0.00**	**30.00**
Module 12: 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 13. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 14. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 15. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 16. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 17. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 18. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 19. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 20. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 21. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 22. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 23. Customer Service	02:00	03:00	00:00	00:00	05:00

Module 24. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	**114.00**	**186.00**	**150.00**	**00.00**	**450.00**

Module Details

Module 1: Introduction to Customer Service and Counter Sales Executive- Tourism and Hospitality

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of the Hospitality Industry
- Define the roles and responsibilities of a Counter Sales Executive- Tourism and Hospitality
- Explain the scope of work for a Counter Sales Executive- Tourism and Hospitality

Duration: *04:00*	**Duration**: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of small, medium, and large Restaurants • Discuss the roles and responsibilities of a Counter Sales Executive- Tourism and Hospitality • Describe the attributes required for a Counter Sales Executive- Tourism and Hospitality • Elaborate the scope for the Counter Sales Executive in the Tourism and Hospitality Industry • Explain different types of Counter Sales Establishments • Elaborate different types of menus served in Counter Sales Restaurants	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Organize the Sales Counter for Daily Activities

Mapped to THC/N2911 v 3.0

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: *03:00*	**Duration:** *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• 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	• 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, Presentation, 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 3.0

Terminal Outcomes:

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

Duration: *03:00*	**Duration:** *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• 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	• 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, Presentation, 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: Carry-out the Activities to Process Guest's Orders

Mapped to THC/N2908 v 3.0

Terminal Outcomes:

- Describe the activities to submit the Kitchen Order Ticket to the kitchen
- Perform the activities to prepare the pre-cooked/half-cooked food before serving the guests

Duration: *07:00*	**Duration:** *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the steps of generating the Kitchen Order Ticket (KOT) manually and electronically • Explain communication etiquette and other protocols to be followed while interacting with kitchen staff • Discuss the importance of communicating special requirements of the guests to the kitchen staff • Elaborate the procedure to prepare final food product from partially cooked food items • Elaborate various techniques of portioning and garnishing variety of foods • Describe the operation and maintenance procedures of various tools and equipment like microwave, oven, vending machine, etc. • Elaborate the steps of live baking	• Demonstrate how to generate Kitchen Order Ticket (KOT) both manually and electronically • Dramatize how to converse with kitchen staff while submitting Kitchen Order Ticket • Demonstrate various baking methods • Demonstrate how to prepare final food product from partially cooked food items • Demonstrate how to garnish food products before serving to the guests
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Freezer, Refrigerator, Pre-cooked, semi-cooked, half-cooked food items, Vending machine, Microwave, Oven, Kitchen Order Ticket	

Module 5: Serve the Guests

Mapped to THC/N2908 v 3.0

Terminal Outcomes:

- Explain how to serve the guests with food and beverages
- Describe the procedure of handling the home delivery orders

Duration: *08:00*	**Duration:** *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain different temperatures required for serving different varieties of food and drinks • Discuss different types of condiments and wrappings used in the restaurants • Discuss the importance of following communication etiquette and other protocols to be followed during serving of food and beverages • State the importance of disposing off expired food, beverages and wastes	• Role play how to serve food and beverages to the guests and pack food and beverages, if required • Dramatize how to handle home delivery orders
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, 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 6: Receive Customer Calls and Take Orders

Mapped to THC/N2912 v 2.0

Terminal Outcomes:

- Role play on how to answer the phone calls and greet the customers
- Employ proper practices to establish customer's food and beverage requirements
- Dramatize on how to assist the customers in selection of menu items to be ordered and inform them about any sale or promotional offers
- Describe effective ways to collect all relevant details, such as name, address, phone number, etc. from the customer

Duration: *04:00*	**Duration**: *08:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the standard policy and work instructions on receiving calls, sale promotion offers, regulations, standard procedures and code of conduct followed in the organization • State the significance of being available at the home-delivery counter at all times and answering the phone calls promptly • Elaborate the professional and communication etiquette to be followed • Outline the importance of establishing customer's food and beverage requirements quickly • List the frequently asked questions by the customers regarding food delivery • Discuss suggestive and up-selling techniques for food items, new beverages and high selling products • Discuss the details of the various menu items and standard food and beverage combinations • State the significance of repeating and confirm orders with the customer for accuracy before entering them into the Point-of-Sale System or order forms, as applicable • Discuss effective and professional ways to collect all relevant customer details, such as name, address, phone number, etc.	• Role play on how to answer the phone calls and introduce self and organization to the customer • Dramatize a situation to inform the customers about available menu items, special dishes available for the day and any sale or promotional offers and assist them in selection of menu items to be ordered • Dramatize a situation on advising suitable alternatives to the customer for the demanded unavailable items, enquiring about any special requirements and suggesting them on beverages complementing the ordered food items • Show how to manually note the customer's order and enter the customer's order selections into the system • Role play a situation to inform the customer about the total bill amount and confirm the mode of payment for the placed order and provide them an estimated delivery time • Role play on how to handle customer complaints related food and beverage
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures
Tools, Equipment and Other Requirements
Telephone, Sample menu for food and beverage, List customer complaints and quires related to food and beverage orders

Module 7: Handle Online Order and Communicate to Kitchen Staff

Mapped to THC/N2912 v 2.0

Terminal Outcomes:

- Explain usage of third- party applications for online orders
- Show how to handle online ordering tool on the restaurant's website for takeaway and delivery orders
- Describe the procedure to communicate order details including any specific requirement of the customer to the kitchen staff
- Prepare a sample manual and computerized Kitchen Order Ticket [KOT] for the received order from customers

Duration: *03:00*	**Duration**: *09:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe usages of third- party applications for online food and beverage orders • Explain the procedure to update the online menu, and adjust delivery and pickup timelines, set ordering hours, close dates, and delivery zones on the restaurant's website • Describe the process of generating KOT through the computerized system and manually as per eatery's standard procedure for received orders • Explain the procedure to communicate order details including any specific requirement of the customer to the kitchen staff • State the significance of coordinating with kitchen staff to expedite orders, ensuring that they are prepared timely	• Demonstrate how to monitor orders via third-party applications and accept or decline the order as per availability of F&B items • Show how to add order to the POS manually • Demonstrate how to handle online ordering tool on the website for takeaway and delivery orders • Prepare a sample manual as well as computerized Kitchen Order Ticket [KOT] for the received order from customers • Role play on how to submit Kitchen Order Ticket [KOT] to the kitchen staff and pass on specific instructions to them to customize the order as per customer's requirement as well as confirm the preparation time of the order
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Third party tools applications for online orders, Sample manual and computerized Kitchen Order Ticket [KOT]	

Module 8: Facilitate Standard Delivery of the Order

Mapped to THC/N2912 v 2.0

Terminal Outcomes:

- Role play on how to deal with the independent food delivery associate from third party applications
- Prepare a sample bill for order
- Apply proper process to update the computerized system when the food is out for delivery and track the status of the order till it is delivered
- Describe the usage of tools like calculators, telephonic equipment, electronic promotional materials, etc. for food and beverage services

Duration: *03:00*	**Duration**: *08:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss food hygiene, quality, and safety standards as per standard policy and FSSAI • Outline occupational health and safety requirements as per HACCP • Discuss the delivery time estimation techniques based on preparation time and distance of delivery location • State the significance of attaching the copy of the bill with the delivery package • Outline the importance of informing the delivery associate about the mode of payment and ensuring that he/she carries the digital payment equipment or change money • Discuss the method to ensure proper packing of the food and beverage items as per standards • State the significance of monitoring the delivery orders to ensure quick and timely delivery • Elaborate the operating procedure of tools like calculators, telephonic equipment, electronic promotional materials, etc. for food and beverage services	• Role play on how to brief the packaging team about any special request from the customer related to the packaging • Dramatize a situation on how to deal with the independent food delivery associate from third party applications and ensure order is handed over to the correct person • Role play on how to coordinate with the food delivery associate regarding collection of customer's packages from the packaging team, providing them customer delivery instructions or special requests and informing them about the mode of payment • Prepare a sample bill for food and beverage order • Show how to update the computerized system when the food is out for delivery and track the status of the order till it is delivered • Role play a situation to inform the customer if there is any delay in the delivery of the order • Employ appropriate method to match total sales and cash received at the end of the day
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Third party applications, Sample order bill, Required tools like calculators, telephonic equipment, electronic promotional materials, etc.	

Module 9: Perform Administrative Work

Mapped to THC/N2913 v 2.0

Terminal Outcomes:

- Describe the activities to enhance the sales
- Explain the modes of payment and bill generation procedure
- Explain the methods to manage the cash
- Describe how to maintain the various relevant reports

Duration: *10:00*	**Duration:** *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of proper display of food and beverages at the counter • Elaborate various sales concepts like advertising, merchandising, sales promotion, public relation to be used to enhance sales at the counter • Discuss electronic and manual procedures of generating bills • Explain various modes of payment • Outline the overview of cash management process • Discuss the components of a ledger account • Explain different kinds of reports to be prepared and maintained by the Counter Sales Executive	• Apply appropriate techniques to display the food items at the counter • Role play a situation to show the ways of sale promotion to enhance food and beverages sale at the counter • Demonstrate how to generate bills manually and electronically • Demonstrate the procedure of digital payment • Employ appropriate practices to handle cash, match daily transactions, and report the Supervisor regarding the same • Apply appropriate practices of using standard formats to maintain electronic and manual cash ledger account • Employ appropriate techniques to maintain all relevant documents using specific format • Prepare a sample report to communicate customers' complaints and compliments to the management
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Different sample reports, Bill book, Sample ledger record, Electronic card swiping machine, Billing Machine	

Module 10: 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**
• 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	• 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 11: 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**
• 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	• 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 12: 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**
• 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	• 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 13: 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**
• Discuss the Employability Skills required for jobs in various industries.	• 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 14: 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**
• 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	• 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 15: 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**
• Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning.	• Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: 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**
• Discuss need of basic English skills	• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English. • Write a short note/paragraph / letter/e - mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: *01:00*	**Duration**: *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of career development & goal setting	• 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 18: 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**
• Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team	• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: 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**
• Discuss the significance of escalating sexual harassment issues as per POSH act.	• Demonstrate how to behave, communicate, and 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 20: 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**
• List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids.	• Outline the importance of selecting the right financial institution, product, and service. • 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 21: 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**
• Describe the role of digital technology in today's life • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely.	• Create sample word documents, excel sheets and presentations using basic features. • Utilize virtual collaboration tools to work effectively.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 22: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *03:00*	**Duration***: 04:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the types of entrepreneurships and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement.	• 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 23: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *02:00*	**Duration***: 03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately	• 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 24: 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**
• Discuss the significance of maintaining hygiene and confidence during an interview. • List the steps for searching and registering for apprenticeship opportunities.	• Create a professional Curriculum Vitae (CV) • Perform a mock interview • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 25: On-the-Job Training

Mapped to Counter Sales Executive- Tourism and Hospitality

Mandatory Duration: 15*:00*	**Recommended Duration:** *00:00*
Location: On Site	

Terminal Outcomes

- Demonstrate how to organise the sales counter
- Perform counter cleaning activities to maintain the hygiene at the counter
- Demonstrate correct use of equipment
- Demonstrate the process of cleaning equipment
- Perform the activities to ensure proper labelling
- Demonstrate the standard procedure to welcome and greet the guests
- Dramatize on how to attending the guest's as per the standard operating procedures
- Demonstrate the process to assist the guests with orders
- Perform basic baking procedures
- Demonstrate how to serve food and beverages to the guests
- Apply appropriate practices to store food items and beverages appropriately at correct temperature and place
- Perform the activities of handling home delivery and take-away orders
- Perform the activities to generate and submit the Kitchen Order Ticket (KTO)
- Demonstrate the expertise of generating the bill
- Role play on how to answer the phone calls, greet the customers and introduce self and organization to the customer
- Dramatize a situation to inform the customers about available menu items, special dishes available for the day and any sale or promotional offers and assist them in selection of menu items to be ordered
- Dramatize a situation on advising suitable alternatives to the customer for the demanded unavailable items, enquiring about any special requirements and suggesting them on beverages complementing the ordered food items
- Show how to manually note the customer's order and enter the customer's order selections into the system
- Role play a situation to inform the customer about the total bill amount and confirm the mode of payment for the placed order and provide them an estimated delivery time
- Role play on how to handle customer complaints related food and beverage
- Demonstrate how to monitor orders via third-party applications and accept or decline the order as per availability of F&B items
- Show how to add order to the POS manually
- Demonstrate how to handle online ordering tool on the website for takeaway and delivery orders
- Prepare a sample manual as well as computerized Kitchen Order Ticket [KOT] for the received order from customers
- Role play on how to submit Kitchen Order Ticket [KOT] to the kitchen staff and pass on specific instructions to them to customize the order as per customer's requirement as well as confirm the preparation time of the order
- Role play on how to brief the packaging team about any special request from the customer related to the packaging
- Dramatize a situation on how to deal with the independent food delivery associate from third party applications and ensure order is handed over to the correct person

- Role play on how to coordinate with the food delivery associate regarding collection of customer's packages from the packaging team, providing them customer delivery instructions or special requests and informing them about the mode of payment
- Prepare a sample bill for food and beverage order
- Show how to update the computerized system when the food is out for delivery and track the status of the order till it is delivered
- Role play a situation to inform the customer if there is any delay in the delivery of the order
- Apply appropriate techniques to enhance the sales and achieve the target
- Perform the steps of cash management procedures
- Apply professional expertise to prepare a sample report to communicate the customer complaints/compliments to the Top Management
- Employ proper practices to prepare a day to day business transaction report
- Demonstrate positive body language when dealing with guests and colleagues
- Demonstrate how to interact with guests in person and on the phone
- Dramatize appropriate communication skills 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
- Demonstrate sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy
- Perform the tasks of maintaining personal hygiene and grooming at workplace
- Role play on how to identify hazards at workplace and report to the supervisor
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Perform basic activities to apply gender and age-sensitive service practices
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy
- Perform all the activities to maintain health, hygiene, and safety at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
12th / Certificate / Diploma / Degree / Post Graduate	Hotel/QSR	5 years	F&B Service	1 year	F&B Service	

Trainer Certification	
Domain Certification	**Platform Certification**
"Counter Sales Executive- Tourism and Hospitality", "THC/Q2903, V5.0", 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/Assessment Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
12th / Diploma / Degree / Post Graduate		5 years	F&B Service	0		

Assessor Certification	
Domain Certification	**Platform Certification**
"Counter Sales Executive- Tourism and Hospitality", "THC/Q2903, V5.0", 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 SDSM/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
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
WHO	World Health Organization