



## QUALIFICATION FILE

**Counter Sales Executive- Tourism and Hospitality- Tourism and Hospitality**

Short Term Training (STT)  Long Term Training (LTT)  Apprenticeship

Upskilling  Dual/Flexi Qualification  For ToT  For ToA

General  Multi-skill (MS)  Cross Sectoral (CS)  Future Skills  OEM

**NCrF/NSQF Level: 3.5**

**Submitted By:**

**Tourism and Hospitality Skill Council**

**#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place**

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## Table of Contents

Section 1: Basic Details .....	3
Section 2: Module Summary.....	6
NOS/s of Qualifications.....	6
Mandatory NOS/s: .....	6
Assessment - Minimum Qualifying Percentage.....	7
Section 3: Training Related .....	7
Section 4: Assessment Related.....	8
Section 5: Evidence of the need for the Qualification.....	8
Section 6: Annexure & Supporting Documents Check List .....	8
Annexure: Evidence of Level .....	9
Annexure: Tools and Equipment (Lab Set-Up).....	16
Annexure: Industry Validations Summary .....	18
Annexure: Training & Employment Details.....	20
Annexure: Blended Learning .....	21
Annexure: Detailed Assessment Criteria.....	21
Annexure: Assessment Strategy .....	30
Annexure: Acronym and Glossary.....	31

## Section 1: Basic Details

1.	<b>Qualification Name</b>	Counter Sales Executive- Tourism and Hospitality													
2.	<b>Sector/s</b>	Tourism & Hospitality													
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> <i>(change to previous, once approved)</i> 2021/TH/THSC/04101 and v5.0	<b>Qualification Name of existing/previous version:</b> Counter Sales Executive- Tourism and Hospitality												
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> <i>(Wherever applicable)</i>	Counter Sales Executive- Tourism and Hospitality													
5.	<b>National Qualification Register (NQR) Code &amp;Version</b> <i>(Will be issued after NSQC approval)</i>	QG-3.5-TH-02464-2024-V2-THSC	<b>6. NCrF/NSQF Level:</b> 3.5												
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other</b> <i>(Wherever applicable specify multiple entry/exits also &amp; provide details in annexure)</i>	Certificate													
8.	<b>Brief Description of the Qualification</b>	The individual at work receives guests, answers their queries, takes down their orders, handle online food and beverage orders, transfers orders to the kitchen, instructs the kitchen staff, serves guests, ensures timely delivery of the order to the customer and maintains the QSR as per organizational policy.													
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>11th grade pass</td> <td></td> </tr> <tr> <td>2.</td> <td>10th grade pass</td> <td>1.5 -years (relevant experience)</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 3.0</td> <td>3 -years (relevant experience)</td> </tr> </tbody> </table> <p style="margin-left: 20px;">*Experience may be inclusive of apprenticeship*</p> <b>b. Age -18 years</b>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	11th grade pass		2.	10th grade pass	1.5 -years (relevant experience)	3.	Previous relevant Qualification of NSQF Level 3.0	3 -years (relevant experience)
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	11th grade pass														
2.	10th grade pass	1.5 -years (relevant experience)													
3.	Previous relevant Qualification of NSQF Level 3.0	3 -years (relevant experience)													

10.	<b>Credits Assigned to this Qualification, Subject to Assessment</b> (as per National Credit Framework (NCrF))	15	<b>11. Common Cost Norm Category (I/II/III)</b> (wherever applicable): II																
12.	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> (wherever applicable)	NA																	
13.	<b>Training Duration by Modes of Training Delivery</b> (Specify <b>Total Duration</b> as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>186.00</td> <td>150.00</td> <td>336.00</td> </tr> <tr> <td>Online</td> <td>114.00</td> <td></td> <td></td> <td>114.00</td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)			Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		186.00	150.00	336.00	Online	114.00			114.00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)															
Classroom (offline)		186.00	150.00	336.00															
Online	114.00			114.00															
14.	<b>Aligned to NCO/ISCO Code/s</b> (if no code is available mention the same)	NCO-2015/5246																	
15.	<b>Progression path after attaining the qualification</b> (Please show Professional and Academic progression)	Outlet Manager																	
16.	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																	
17.	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																	
18.	<b>Is the Job Role Amenable to Persons with Disability</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																	
19.	<b>How Participation of Women will be Encouraged</b>	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.																	
20.	<b>Are Greening/ Environment Sustainability Aspects Covered</b> (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  THC/N9906.Follow Health, Hygiene and Safety practices																	
21.	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																	

22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<b>Name:</b> Dr. Sunita Badhwar <b>Email:</b> sunita.badhwar@thsc.in <b>Contact No.:</b> 011-41608056/8057 Ext.1102 <b>Website:</b> <a href="http://www.thsc.in">www.thsc.in</a>	
23.	<b>Final Approval Date by NSQC: 30/04/2024</b>	<b>24. Validity Duration:</b> 3 years	<b>25. Next Review Date: 30/04/2027</b>

## Section 2: Module Summary

## NOS/s of Qualifications

*(In exceptional cases these could be described as components)*

## Mandatory NOS/s:

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

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

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Set up & Maintain Sales Counter and Serve Guests	THC/N2911 & v3.0	Core	3.5	2	10	30	20	0	60	25	30	0	15	70	20
2.	Process Guest's Order	THC/N2908 & v3.0	Core	3.5	3	15	30	45	0	90	35	40	0	10	85	20
3.	Take Customer's Orders for Home Delivery	THC/N2912 & v2.0	Core	3.5	3	10	25	55	0	90	40	40	0	20	100	10
4.	Manage Administrative Work	THC/N2913 & v2.0	Core	3.5	2	10	20	30	0	60	20	20	0	5	45	10
5.	Communicate effectively and maintain service standards	THC/N9901 & v2.0	Non-Core	3.5	1	15	15	0	0	30	40	40	0	20	100	10
6.	Maintain organisational confidentiality and respect guests' privacy	THC/N9903 & v2.0	Non-Core	3.5	1	15	15	0	0	30	10	10	0	5	25	10

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
7.	Follow Health, Hygiene and Safety practices	THC/N9906 & v2.0	Non-Core	3.5	1	15	15	0	0	30	25	35	0	15	75	10
8.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 &v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	10
<b>Duration (in Hours) / Total Marks</b>					<b>15</b>	<b>114</b>	<b>186</b>	<b>150</b>	<b>0</b>	<b>450</b>	<b>215</b>	<b>245</b>	<b>0</b>	<b>90</b>	<b>550</b>	<b>100</b>

#### Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

**Minimum Pass Percentage – Aggregate at qualification level: 70 %** (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

**Minimum Pass Percentage – NOS/Module-wise: ---** (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

#### Section 3: Training Related

1.	<b>Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	Certificate / Diploma / Degree / Post Graduate (specialization in Hotel/QSR) with 5 years of relevant industry experience (F&B Service/Kitchen) and 1-year of training experience (F&B Service/Kitchen)
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	NA
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	NA

## Section 4: Assessment Related

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

## Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> No
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Number of Industry validation provided:</b> 21
5.	<b>Estimated nos. of persons to be trained and employed:</b> 20632
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> No If "No", why:

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

Specify Annexure Name / Supporting document file name

1.	<b>Annexure:</b> NCrF/NSQF level justification based on NCrF level/NSQF descriptors (Mandatory)	Attached
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Attached
3.	<b>Annexure:</b> Detailed Assessment Criteria (Mandatory)	Attached
4.	<b>Annexure:</b> Assessment Strategy (Mandatory)	Attached



5.	<b>Annexure:</b> Blended Learning ( <i>Mandatory, in case selected Mode of delivery is "Blended Learning"</i> )	Attached
6.	<b>Annexure:</b> Multiple Entry-Exit Details ( <i>Mandatory, in case qualification has multiple Entry-Exit</i> )	Attached
7.	<b>Annexure:</b> Acronym and Glossary ( <i>Optional</i> )	Attached
8.	<b>Supporting Document:</b> Model Curriculum ( <i>Mandatory – Public view</i> )	Attached
9.	<b>Supporting Document:</b> Career Progression ( <i>Mandatory - Public view</i> )	Attached
10.	<b>Supporting Document:</b> Occupational Map ( <i>Mandatory</i> )	Attached
11.	<b>Supporting Document:</b> Assessment SOP ( <i>Mandatory</i> )	Attached
12.	<b>Any other document you wish to submit:</b>	-

## Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
<b>Professional Theoretical Knowledge/Process</b>	<p><b>Specialized knowledge</b></p> <ul style="list-style-type: none"> <li>Legislation, standards, policies, regulations and procedures followed in the organization</li> <li>Relevant occupational health and safety requirements applicable at the workplace</li> <li>FSSAI (Food Safety and Standards Authority of India) and HACCP (Hazard Analysis and Critical Control Points) standard protocols related to food production, safety and quality standard</li> <li>Organization culture and typical guest profile</li> <li>Procedure to set up the sales counter effectively</li> <li>Types of food merchandising displays</li> <li>Precautionary measures to be taken and environmental conditions to be ensured to display food items without affecting their quality</li> <li>Types and usage of tools and equipment required at the counter to serve guests</li> <li>Inventory management techniques</li> </ul>	<ul style="list-style-type: none"> <li>A Counter Sales Executive- Tourism and Hospitality (Tourism and Hospitality) should have factual knowledge of the trade like occupational health and safety requirements, organization's policy, usage of PPE, cleaning methods, waste management, maintenance &amp; procedure of cleaning tools and equipment, etc.</li> <li>Hence Level 3.5</li> </ul>	3.5

	<ul style="list-style-type: none"><li>• Types of food &amp; beverage items available in the store and their preparation</li><li>• Factors affecting shelf life of food and beverages available in the QSR</li><li>• Types of sauces and accompaniments for different cuisine</li><li>• Optimum temperature requirement for serving varieties of food and beverages</li><li>• Types and usage of tableware</li><li>• Procedure to handle online orders</li><li>• Organizational packing &amp; take-away instructions and policies</li><li>• Procedure of entering the guest's orders details and generating KOT in the computerized system</li><li>• Procedure to communicate order details including any specific requirement of the guest to the kitchen staff</li><li>• Basic baking methods and techniques</li><li>• Operating procedure of vending machines, microwaves, ovens, and other service equipment</li><li>• Hazards related to operation of electrical instruments e.g. coffee making machine</li><li>• Food garnishing and presentation techniques as per QSR's SOP</li><li>• Types and impact of wrappings to be used for packing food and beverages</li><li>• Organisation's work instructions on daily cash management and record-keeping</li><li>• Organisation's SOP for reporting and documentation</li><li>• Sales promotional activities</li><li>• Visual merchandising process</li><li>• Process of bill generation as per SOP</li><li>• Digital payment methods</li><li>• Fundamentals of cash management systems</li><li>• Organizational policies on gender sensitive service practices at workplace</li><li>• Organizational hierarchy and reporting structure</li></ul>		
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	<ul style="list-style-type: none"> <li>• Documentation policy and procedures of the organization</li> <li>• Service quality standards as per organizational policies</li> <li>• Complaint handling policy and procedures</li> <li>• SOP on personal hygiene</li> <li>• Procedure of giving and receiving feedback positively</li> <li>• Gender specific requirements of different types of guest</li> <li>• Specific requirements of different age-groups of guests</li> <li>• Age and gender specific etiquette</li> <li>• Key helpline numbers</li> <li>• Organizational policy with regards to Persons with disability</li> <li>• Organisation's policies on intellectual property rights and confidential information</li> <li>• IPR infringement reporting procedure</li> <li>• Storage and disposal procedures for confidential information</li> <li>• Importance of maintaining confidentiality for competitiveness of an organisation</li> <li>• Significance of damages resulting from confidentiality infringement</li> <li>• Organisation's policy on reporting and managing safety issues</li> <li>• Procedure to maintain cleanliness standards at workplace</li> <li>• SOP on personal hygiene</li> <li>• Importance of preventive health check-up and healthy living</li> <li>• Procedure to report health issues</li> <li>• Instructions for operating and handling equipment as per standard</li> <li>• Purpose and usage of PPE</li> <li>• Basic first-aid procedures</li> <li>• Standard waste management policy</li> <li>• Organization's policy and work instructions on receiving calls and on greeting customer, sale promotion offers, regulations and procedures followed in the organization</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Food hygiene, quality, and safety standards as per organizational policy and FSSAI</li> <li>• Occupational health and safety requirements as per HACCP</li> <li>• Organizational code of conduct</li> <li>• Professional and communication etiquette</li> <li>• Food and beverage combinations</li> <li>• Ways to collect all relevant information from the customer</li> <li>• Suggestive and up-selling techniques</li> <li>• Frequently asked customer's queries</li> <li>• Usage of third- party applications for online food and beverage orders</li> <li>• Procedure to handle online ordering tool on the restaurant's website for takeaway and delivery orders</li> <li>• 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</li> <li>• Process of generating KOT through the computerized system</li> <li>• Procedure to manually write the KOT as per restaurant's SOP</li> <li>• Procedure to communicate order details including any specific requirement of the customer to the kitchen staff</li> <li>• Details of items available on the menu,</li> <li>• Home delivery timelines of the restaurant for the specified distance</li> <li>• Delivery time estimation techniques</li> <li>• Operating procedure for tools like calculators, telephonic equipment, electronic promotional materials, etc.</li> </ul>		
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<b>Specialized skills</b> <ul style="list-style-type: none"> <li>• Prepare list of resources and their quantity required for performing the job</li> <li>• Communicate effectively with guests and QSR coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Counter Sales Executive- Tourism and Hospitality (Tourism and Hospitality) should have good written and oral communication skills to deal with supervisors, team members and guests. The person should also be</li> </ul>	3.5

	<ul style="list-style-type: none"> <li>• Plan the quantity of supplies required to maintain inventory</li> <li>• Exhibit professional etiquette at all times</li> <li>• Handle unsatisfied guests and their complaints effectively</li> <li>• Analyze the time taken to serve guest</li> <li>• Analyze innovative ways of food presentation to make food more attractive to guests</li> <li>• Read instructions displayed on the computerized system while entering the order</li> <li>• Write the guest's order manually as per QSR's SOP</li> <li>• Exhibit professional and communication etiquette at all times</li> <li>• Plan and organize the work to ensure timely delivery of orders to the guests</li> <li>• Handle guest's complaints effectively</li> <li>• Handle and solve work-related problems that arise suddenly</li> <li>• Maintain the record as per organisation's SOP</li> <li>• Prepare reports as per organisation's SOP</li> <li>• Communicate with guests about the services and recipes available in the eatery</li> <li>• Decide on new promotional methods to increase guest's footfall and sale e.g., displaying special recipes and food items on the counter</li> <li>• Plan and organize the display of food and beverage items to enhance sales and cross-selling</li> <li>• Document and maintain the daily delivery reports/records as per organizational SOP</li> <li>• Plan travel routes to delivery address for faster delivery</li> <li>• Communicate effectively with the guests regarding confidentiality</li> <li>• Resolve conflicts related to confidentiality and privacy by reporting the issue in time</li> </ul>	<p>acquainted with natural environment to carry out his duties efficiently.</p> <ul style="list-style-type: none"> <li>• Hence Level 3.5</li> </ul>	
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	<ul style="list-style-type: none"> <li>Analyze the impact of not adhering to the health and safety procedures</li> <li>Resolve conflicts related to confidentiality and privacy by reporting the issue in time</li> <li>Analyze the impact of not adhering to the health and safety procedures</li> <li>Read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor</li> <li>Communicate effectively with the customer about safe handling of food and delivery, contents of the package, promotional offers etc.</li> <li>Read applicable safe food handling standards, food labels, work instructions, service policy, procedure for writing guest's order etc.</li> <li>Read instructions on various equipment</li> <li>Listen carefully and interpret guest's requirement</li> </ul>		
<b>Employment Readiness &amp; Entrepreneurship</b> <b>Skills &amp; Mind-set/Professional Skill</b>	<b>Team readiness, self-entrepreneurship readiness</b> <ul style="list-style-type: none"> <li>Read and write different types of documents/instructions/correspondence</li> <li>Communicate effectively using appropriate language in formal and informal settings</li> <li>Behave politely and appropriately with all</li> <li>How to work in a virtual mode</li> <li>Perform calculations efficiently</li> <li>Solve problems effectively</li> <li>Pay attention to details</li> <li>Manage time efficiently</li> <li>Maintain hygiene and sanitization to avoid infection</li> </ul>	<ul style="list-style-type: none"> <li>A Counter Sales Executive- Tourism and Hospitality – Tourism and Hospitality should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc.</li> </ul>	3.5
<b>Broad Learning Outcomes/Core Skill</b>	<b>Team readiness, self-entrepreneurship readiness</b> <ul style="list-style-type: none"> <li>Set up &amp; maintain sales counter and assist guests</li> </ul>	<ul style="list-style-type: none"> <li>A Counter Sales Executive- Tourism and Hospitality (Tourism and Hospitality) is responsible for setting up and maintain sales counter, process guest's order, taking customer</li> </ul>	3.5

	<ul style="list-style-type: none"> <li>• Process guest's order and serve the guest</li> <li>• Take customer's orders for home delivery</li> <li>• Manage administrative work</li> <li>• Communicate effectively and maintain service standards</li> <li>• Maintain organisational confidentiality and respect guests' privacy</li> <li>• Follow health, hygiene and safety practices</li> </ul>	<p>orders and manage administrative work as per the scope of the role which is all done in a familiar, predictable and routine situation.</p> <ul style="list-style-type: none"> <li>• Hence Level 3.5</li> </ul>	
<b>Responsibility</b>	<p><b>Self and team responsibility – Sr. Technician or Master Technician</b></p> <ul style="list-style-type: none"> <li>• Set up the sales counter for day's work</li> <li>• Assist guests with their orders</li> <li>• Communicate with the kitchen staff</li> <li>• Process the guest orders</li> <li>• Serve the guests</li> <li>• Receive customer calls and take orders</li> <li>• Handle online food and beverage orders</li> <li>• Communicate customer order to kitchen staff</li> <li>• Facilitate standard delivery of the order</li> <li>• Manage sales</li> <li>• Manage cash</li> <li>• Generate reports</li> <li>• Communicate effectively with guests, colleagues and superiors</li> <li>• Maintain professional etiquette</li> <li>• Provide specific services as per the guests' requirements</li> <li>• Maintain organisational confidentiality</li> <li>• Respect guest's privacy</li> <li>• Maintain personal and workplace hygiene</li> <li>• Take precautionary health measures</li> <li>• Follow standard safety procedure</li> <li>• Follow effective waste management</li> </ul>	<ul style="list-style-type: none"> <li>• Counter Sales Executive- Tourism and Hospitality (Tourism and Hospitality) is responsible for receiving guests, answers their queries, takes down their orders, handling orders, transfers orders to kitchen, etc.</li> <li>• Hence Level 3.5</li> </ul>	3.5

## Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Relevant tools and equipment	Standard	As per required
2.	Various types of food and beverages	Standard	As per required
3.	Other supplies	Standard	As per required
4.	Materials	Standard	As per required
5.	Cutlery	Standard	1
6.	Tableware	Standard	1
7.	Sauces	Standard	1
8.	Accompaniments	Standard	1
9.	Wrappers	Standard	1
10.	Various cleaning chemicals and accessories	Standard	1
11.	Some pre/semi - cooked food material	Standard	1
12.	Freezer	Standard	1
13.	Refrigerator	Standard	1
14.	Pre-cooked	Standard	1
15.	Semi-cooked	Standard	1
16.	Half-cooked food items	Standard	1
17.	Vending machine	Standard	1
18.	Microwave	Standard	1
19.	Oven	Standard	1
20.	Kitchen Order Ticket	Standard	1
21.	Telephone	Standard	1
22.	Sample menu for food and beverage	Standard	1
23.	List customer complaints and quires related to food and beverage orders	Standard	1
24.	Third party tools applications for online orders	Standard	1
25.	Sample manual and computerized Kitchen Order Ticket [KOT]	Standard	1
26.	Third party applications	Standard	1
27.	Sample order bill	Standard	1
28.	Calculators	Standard	1
29.	Telephonic equipment	Standard	1
30.	Electronic promotional materials	Standard	1
31.	Different sample reports	Standard	As per required
32.	Bill book	Standard	1
33.	Sample ledger record	Standard	1
34.	Electronic card swiping machine	Standard	1
35.	Billing Machine	Standard	1
36.	Sample of escalation matrix	Standard	1



37.	Organisation structure	Standard	1
38.	Handouts of IPR guidelines and regulations	Standard	0
39.	Safety glasses	Standard	0
40.	Head protection	Standard	1
41.	Rubber gloves	Standard	30
42.	Safety footwear	Standard	30
43.	Warning signs and tapes	Standard	30
44.	Fire extinguisher	Standard	30
45.	First aid kit	Standard	1
46.	Relevant Standard Operating Procedures	Standard	As per required
47.	Sample reports	Standard	30

#### Classroom Aids

The aids required to conduct sessions in the classroom are:

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

## Annexure: Industry Validations Summary

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

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Hotel K C Cross Road	Ravi Chauhan	FOM	Panchkula Site No 1 Sector-10, Opp bus stand, Panchkula-134113 (Daryaganj)	797341785	<a href="mailto:reservation.kccr@kchotelsandresorts.com">reservation.kccr@kchotelsandresorts.com</a>	-
2.	Hotel Twin Towers	Ramesh Dogra	General manager Sales	New Kufri-Shimla (H.P)	9816325865	<a href="mailto:sales@hoteltwin towers.com">sales@hoteltwin towers.com</a>	-
3.	Raja Motels & Hotels (I) Pvt Ltd	Piyush Kapoor	General Manager	Amritsar	9872855208	<a href="mailto:info@ritzhotel.in">info@ritzhotel.in</a>	-
4.	Barbeque Nation Hospitality Limited	Jayanta Saha	Sr.manager-HR	601, Doddakannalli, Bengaluru – 560035	9330430684	<a href="mailto:Jayanta.S@barbequenation.com">Jayanta.S@barbequenation.com</a>	-
5.	BikaJi Foods International Limited	Vineet Manocha	President-Culinary	Karni Industrial Area, Bikaner-334001	7738930777	<a href="mailto:VINEETMANOCHA@HOTMAIL.COM">VINEETMANOCHA@HOTMAIL.COM</a>	-
6.	Bottle Lab Technologies Pvt Ltd.	Mr.Jyoti Dhaundiya	City head (Operations)	HTC aspire, 4 <sup>th</sup> Floor (401) No.19, Ali Asksar Road, Bangalore, Karnataka	9634678540	<a href="mailto:Jyoti.dhaundiya@thesmartq.com">Jyoti.dhaundiya@thesmartq.com</a>	-
7.	Devyani International Ltd	Kirti Bhushan	Associate General Manager	F-2/7, Okhla Industrial Area Phase-1, new Delhi, 110020	7738074059	<a href="mailto:Kirti.bhushan@dil-rjcorp.com">Kirti.bhushan@dil-rjcorp.com</a>	-
8.	HOLIDAY INN NEW DELHI INTERNATIONAL AIRPORT	Mukesh Kumar	Director- Human Resources	Asset Area 12, Hospitality District, Aero City, Delhi International Airport, New Delhi-110037, India	8826996447	<a href="mailto:mukesh.kumar1@ihg.com">mukesh.kumar1@ihg.com</a>	-
9.	HPTDC Hotel Peterhof	Nand Lal	Dy. General Manager	Chaura Maidan, Near All India Radio, Shimla - 171004 (HP)	9418455077	<a href="mailto:chefnandlal@gmail.com">chefnandlal@gmail.com</a>	-
10.	IHHR Hospitality Private Limited,	N Satish Mohan	AGM Operations & Audits	Plot No.9, Samalkha, New Delhi-110037	9891834909	<a href="mailto:Satish.mohan@ihhrhospitality.in">Satish.mohan@ihhrhospitality.in</a>	-

11.	Fern Residency	Avani Kulshreshtha	Human Resources	Noida Link Road Sec 100, Hazipur Sector 104 Noida, Uttar Pradesh 201301	8929079713	<a href="mailto:hr.fr.noida@fernhotels.com">hr.fr.noida@fernhotels.com</a>	-
12.	ITC Maurya	MS. Kaushambi Dhabhai	Human Resource Manager	Diplomatic Enclave, Sardar Patel Marg , New Delhi	9571380091	<a href="mailto:Kaushambi.Dhbhai@itshotels.in">Kaushambi.Dhbhai@itshotels.in</a>	-
13.	Lite Bite Foods Pvt Ltd.	Surpreet Kaur	HR Manager	317 Udyog Vihar, Phase-Gurgaon	8130595480	<a href="mailto:surpreet.Kaur@LB F.co.in">surpreet.Kaur@LB F.co.in</a>	-
14.	McDonald's	Achyut vats	SHFT MANAGER	Crown Interiorz mall, Faridabad, Haryana-121003	8252931845	<a href="mailto:Achyut.vats05@gmail.com">Achyut.vats05@gmail.com</a>	-
15.	Orange Tiger Hospitality Pvt. Ltd	Bharat Alagh	VP.Operations & Culinary	-	9811118705	<a href="mailto:Bharat.alagh@othpl.com">Bharat.alagh@othpl.com</a>	-
16.	Property Solutions (India)Pvt. Ltd	Dharmendra Patil	General Manager	Unit no 11, ground Floor, Kalpataru Square, Off. Andheri Kurla Road, Konivita Lane, Andheri (E), Mumbai -4000059	9898049090	<a href="mailto:dharmendra.patil@psipl.co.in">dharmendra.patil@psipl.co.in</a>	-
17.	Royal Caribbean Cruiseliners	Jai Kumar Bhasin	Executive Chef	1050, Caribbean Way Miami Florida- 33132 USA	9873461253	<a href="mailto:JAIKUMARBHASN@YAHOO.co.uk">JAIKUMARBHASN@YAHOO.co.uk</a>	-
18.	Hotel Serene Suites	Aman Mahajan	Managing Partner	Dharamshala	9816466999	<a href="mailto:SERENESUITS01@GAMIL.COM">SERENESUITS01@GAMIL.COM</a>	-
19.	Shilton Hospitality	Santhosh Kumar G	Assistant General Manager	LLP, Office 2, Ulsoor Road, Bangalore	9972471542	<a href="mailto:santhoshkumar@shiltonhospitality.com">santhoshkumar@shiltonhospitality.com</a>	-
20.	Grand New Delhi	Sudershan Singh Bhandari	Executive Chef	Nelson Mandela Road, Vasant Kunj, New Delhi	9810911114	<a href="mailto:ssb.sssb@outlook.com">ssb.sssb@outlook.com</a>	-
21.	Best Western India	Amit Sharma	Corp. Training Manager	Jasola, New Delhi	8377833382	<a href="mailto:amit.sharma@bwhindia.in">amit.sharma@bwhindia.in</a>	-

## Annexure: Training &amp; Employment Details

## Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	13200	18700	1320	1870	NA	NA
2024-2025	14520	20570	1450	2060	NA	NA
2025-2026	15972	22630	1600	2265	NA	NA

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

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v3.0		10479	8633	7770	6468	NA	NA	NA	NA	NA	NA	NA	NA

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

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

1. Govt. funded STT
2. NAPS
3. STT

## Content availability for previous versions of qualifications:

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

## Languages in which Content is available:

## Annexure: Blended Learning

**Blended Learning Estimated Ratio & Recommended Tools:**

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

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

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

## Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	<i>Set up the sales counter for day's work</i>	15	20	0	5

<b>THC/N2911: Set up &amp; maintain sales counter and assist guests</b>	PC1. prepare and organize the sale counter safety norms and organizational standards	-	-	-	-
	PC2. place and organize all the tools and equipment at workplace to enhance safety, hygiene and efficiency	-	-	-	-
	PC3. ensure cleanliness and availability of adequate and appropriate space at the display area of the sale counter for displaying food products	-	-	-	-
	PC4. display the food and beverage items at the counter to enhance sales	-	-	-	-
	PC5. check the food products for clear and accurate labels as per standards	-	-	-	-
	PC6. inspect all displayed food products for freshness, cleanliness and visual appeal	-	-	-	-
	PC7. ensure that food products are not displayed beyond their expiry date	-	-	-	-
	PC8. confirm availability of adequate quantities of food items and other supplies & materials at the workstation as per organizational standards	-	-	-	-
	<i>Assist guests with their orders</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>10</b>
	PC9. receive and greet the guest as per organizational policy	-	-	-	-
	PC10. present the menu to the guest as per standards	-	-	-	-
	PC11. establish guest's food and beverage requirements quickly	-	-	-	-
	PC12. respond to guest's queries at the counter	-	-	-	-
	PC13. suggest food products and beverages to the guest's as per their requirement	-	-	-	-
	PC14. offer suitable alternatives to the guests for the unavailable items	-	-	-	-
	PC15. take orders from guests and process them or pass it on to either QSR coordinator for relaying to kitchen or straight to kitchen either manually or electronically, as required	-	-	-	-
	PC16. provide estimated delivery time of the order to the guest	-	-	-	-
PC17. provide instructions to guests regarding the handling, storage and consumption of packed food & beverages, if any	-	-	-	-	
<b>Total Marks</b>	<b>25</b>	<b>30</b>	<b>0</b>	<b>15</b>	
<b>THC/N2908: Process guest's order and serve the guest</b>	<i>Communicate with the kitchen staff</i>	<b>5</b>	<b>10</b>	-	-
	PC1. enter guest's order into the computerized system, if available	-	-	-	-
	PC2. inform kitchen about the guest's order by generating manual Kitchen Order Ticket [KOT] or generate the Kitchen Order Ticket [KOT] from the computerized system as per organization's SOP	-	-	-	-
	PC3. submit Kitchen Order Ticket [KOT] to kitchen in a timely manner	-	-	-	-
	<i>Process the guest orders</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>5</b>
	PC4. serve ready-to-eat, consumable food and drinks to the guest as per order	-	-	-	-
PC5. operate vending machines such as coffee-makers, cold drink dispensers	-	-	-	-	

	PC6. refill vending machines at self-serving food centres	-	-	-	-
	PC7. heat pre-cooked food items into oven/microwave and serve it hot to the guest	-	-	-	-
	PC8. place the half-cooked food/frozen items into the oven for doing the 'live baking' and serve guest fully baked product as per organizational SOP	-	-	-	-
	PC9. collect the prepared food from kitchen, garnish it and serve to the guest as per organizational SOP	-	-	-	-
	PC10. process and deliver the order within the time frame as per organizational SOP	-	-	-	-
	PC11. pack the food on customer's request as per organizational SOP	-	-	-	-
	PC12. inform the customer and address any unavoidable delay in the order delivery	-	-	-	-
	<i>Serve the guests</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>5</b>
	PC13. prepare the orders at the counter or receive prepared food and beverages from QSR coordinator as applicable	-	-	-	-
	PC14. serve food and drink items at the recommended temperature using clean, hygienic and appropriate service equipment	-	-	-	-
	PC15. ensure serving of appropriate condiments and accompaniments with ordered food items	-	-	-	-
	PC16. pack the food on guest's request as per organizational SOP	-	-	-	-
	PC17. manage home delivery orders from various online food delivery portals	-	-	-	-
	PC18. clean the counter after serving guests	-	-	-	-
	PC19. dispose of expired food & beverage products and other waste generated in day's work as per organizational standards	-	-	-	-
	<b>Total Marks</b>	<b>35</b>	<b>40</b>	<b>0</b>	<b>10</b>
<b>THC/N2912: Take customer's orders for home delivery</b>	<i>Receive customer calls and take orders</i>	<b>15</b>	<b>15</b>	<b>0</b>	<b>10</b>
	PC1. ensure self-availability at the home delivery order counter at all the times	-	-	-	-
	PC2. answer the phone calls promptly	-	-	-	-
	PC3. greet the customer in a pleasant and polite manner	-	-	-	-
	PC4. introduce self and the organization to the customer	-	-	-	-
	PC5. inform the customer about available menu items and special dishes available for the day	-	-	-	-
	PC6. establish customer's food and beverage requirements quickly	-	-	-	-
	PC7. assist the customers in selection of menu items to be ordered	-	-	-	-
	PC8. inform the customer about any sale or promotional offers available at that point of time	-	-	-	-
	PC9. resolve queries of the customer related to food and beverage purchase	-	-	-	-
	PC10. advise suitable alternatives for the demanded unavailable items	-	-	-	-
	PC11. upsell food items and new beverages or high selling products to ensure profitable transactions for the organization	-	-	-	-
	PC12. provide suggestions to the customer on beverages that complement the food items they have ordered	-	-	-	-

PC13. ask the customer about any special requirements, if any	-	-	-	-
PC14. repeat and confirm orders with the customer for accuracy before entering them into the Point of Sale System or order forms, as applicable	-	-	-	-
PC15. enter the customer's order selections into the system or note manually, as applicable	-	-	-	-
PC16. obtain customer details such as name, address, phone number, etc. to complete the order	-	-	-	-
PC17. inform the customer about the total bill amount and confirm the mode of payment for the placed order	-	-	-	-
PC18. provide an estimated delivery time of the order to the customer	-	-	-	-
PC19. handle customer complaints, if any	-	-	-	-
<i>Handle online food and beverage orders</i>	5	5	0	0
PC20. monitor orders that come in through the third-party applications	-	-	-	-
PC21. accept or decline the order as per availability of F&B items	-	-	-	-
PC22. add order to the restaurant's own POS manually	-	-	-	-
PC23. handle online ordering tool on the restaurant's website to place and pay for takeaway and delivery orders	-	-	-	-
PC24. update the online menu, and adjust delivery and pickup wait times, set ordering hours, close dates, and delivery zones on the restaurant's website	-	-	-	-
<i>Communicate customer order to kitchen staff</i>	10	10	0	5
PC25. generate the manual or computerized Kitchen Order Ticket [KOT] for the received order, as applicable, as per organizational SOP	-	-	-	-
PC26. submit Kitchen Order Ticket [KOT] to the kitchen as per SOP	-	-	-	-
PC27. pass on specific instructions to the kitchen staff to customize the order as per customer's requirement	-	-	-	-
PC28. confirm the preparation time of the order	-	-	-	-
PC29. coordinate with kitchen staff to expedite orders, ensuring that they are prepared timely	-	-	-	-
<i>Facilitate standard delivery of the order</i>	10	10	0	5
PC30. brief the packaging team about any special request from the customer related to the packaging	-	-	-	-
PC31. deal with the independent food delivery associate from third party applications and ensure order is handed over to the correct person	-	-	-	-
PC32. coordinate with the food delivery associate to collect customer's package from the packaging team	-	-	-	-
PC33. provide customer delivery instructions or special requests, if any to the food delivery associate	-	-	-	-
PC34. generate a bill for each order	-	-	-	-
PC35. ensure the copy of the bill is attached on the delivery package	-	-	-	-
PC36. inform the delivery associate about the mode of payment	-	-	-	-
PC37. ensure the delivery associate carries the digital payment equipment or change money, as required	-	-	-	-



	PC38. ensure food and beverage items are packed as per organizational standards	-	-	-	-
	PC39. update the computerized system when the food is out for delivery	-	-	-	-
	PC40. track the status of the order till it is delivered	-	-	-	-
	PC41. inform the customer if there is any delay in the delivery of the order	-	-	-	-
	PC42. monitor all orders and ensure they are delivered in a quick and timely manner	-	-	-	-
	PC43. match total sales and cash received at the end of the day	-	-	-	-
	<b>Total Marks</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>20</b>
<b>THC/N2913: Manage administrative work</b>	<i>Manage sales</i>	<b>8</b>	<b>8</b>	<b>0</b>	<b>2</b>
	PC1. ensure proper display of food and beverage items at the counter	-	-	-	-
	PC2. handle point of sale materials as per organizational SOP	-	-	-	-
	PC3. achieve the sales target by increasing the guest footfall and sales	-	-	-	-
	PC4. enhance cross-selling of related food and beverage items	-	-	-	-
	<i>Manage cash</i>	<b>8</b>	<b>8</b>	<b>0</b>	<b>2</b>
	PC5. generate electronic or manual bill for each order and give it to customer as per organizational SOP	-	-	-	-
	PC6. process the payment using various modes	-	-	-	-
	PC7. maintain the electronic or cash ledger record of each transaction as per organizational SOP	-	-	-	-
	PC8. match total sales and cash received at the end of the day	-	-	-	-
	PC9. report to the cashier/authorized person at the end of the day regarding cash management	-	-	-	-
	<i>Generate reports</i>	<b>4</b>	<b>4</b>	<b>0</b>	<b>1</b>
	PC10. maintain day-to-day business records as per organizational SOP	-	-	-	-
	PC11. generate reports in the specified format as per organizational SOP for apprising the management about guest footfall, sale conversions, and etc.	-	-	-	-
PC12. report customer enquiries, comments and complaints to the top management	-	-	-	-	
	<b>Total Marks</b>	<b>20</b>	<b>20</b>	<b>0</b>	<b>5</b>
<b>THC/N9901: Communicate effectively and maintain service standards</b>	<i>Communicate effectively with guests, colleagues and superiors</i>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate that to improve the guest experience	-	-	-	-

	PC8. escalate any negative feedback from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to your colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain good personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per organisation standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow gender and age sensitive service practices at all times	-	-	-	-
	PC19. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment, both physical and verbal	-	-	-	-
	<b>Total Marks</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>20</b>
<b>THC/N9903: Maintain organisational confidentiality and respect guests' privacy</b>	<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>6</b>	<b>0</b>	<b>3</b>
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<i>Respect guest's privacy</i>	<b>4</b>	<b>4</b>	<b>0</b>	<b>2</b>
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	<b>Total Marks</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
<b>THC/N9906: Follow Health, Hygiene and Safety practices</b>	<i>Maintain personal and workplace hygiene</i>	<b>10</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3. clean the crockery and other articles as per established standards	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-

	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain good personal hygiene by brushing teeth regularly, washing and sanitizing hands, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<i>Take precautionary health measures</i>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>
	PC9. attend regular health check-ups organized by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	<i>Follow standard safety procedure</i>	<b>5</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management</i>	<b>5</b>	<b>10</b>	<b>0</b>	<b>5</b>
	PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
	PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	<b>Total Marks</b>	<b>25</b>	<b>35</b>	<b>0</b>	<b>15</b>
<b>DGT/VSQ/N0102 - Employability Skills (60 hours)</b>	<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-	

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	<b>0</b>	<b>0</b>
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-

	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	<b>Total Marks</b>	<b>20</b>	<b>30</b>	-	-
	<b>Grand Total</b>	<b>215</b>	<b>245</b>	-	<b>90</b>

### Annexure: Assessment Strategy

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

#### <1. Assessment System Overview:

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

#### 2. Testing Environment:

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

#### 3. Assessment Quality Assurance levels/Framework:

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

#### 4. Types of evidence or evidence-gathering protocol:

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

#### 5. Method of verification or validation:

- Surprise visit to the assessment location

#### 6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

#### **On the Job:**

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

## Annexure: Acronym and Glossary

## Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization
FSSAI	Food Safety and Standards Authority of India
QSR	Quick Service Restaurants
KOT	Kitchen Order Tickets

## Glossary

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