



QUALIFICATION FILE

Food Server-Roadside Eatery

- 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: 2

Submitted By:

Tourism and Hospitality Skill Council

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

New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

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Section 1: Basic Details

| 1. | Qualification Name | Food Server-Roadside Eatery | | | | | | | | |
|--------|---|--|--|--|--------|--|---|----|---------------------------|--|
| 2. | Sector/s | Tourism & Hospitality | | | | | | | | |
| 3. | Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM | NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> QG-03-TH-00547-2023-V1.1-THSC & v3.0 | Qualification Name of existing/previous version: Food Server-Roadside Eatery | | | | | | | |
| 4. | a. OEM Name b. Qualification Name <i>(Wherever applicable)</i> | | | | | | | | | |
| 5. | National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i> | QG-02-TH-02469-2024-V2-THSC | 6. NCrF/NSQF Level: 2 | | | | | | | |
| 7. | Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i> | Certificate | | | | | | | | |
| 8. | Brief Description of the Qualification | The individual at work takes orders from guests and serves the ordered food and beverage items, cleans and prepares tables, and carries out post dining activities in roadside eatery. | | | | | | | | |
| 9. | Eligibility Criteria for Entry for Student/Trainee/Learner/Employee | a. Entry Qualification & Relevant Experience: <table border="1" style="margin-left: 40px;"> <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>Ability to read and write</td> <td></td> </tr> </tbody> </table> b. Age-18 years | | | S. No. | Academic/Skill Qualification (with Specialization - if applicable) | Required Experience (with Specialization - if applicable) | 1. | Ability to read and write | |
| S. No. | Academic/Skill Qualification (with Specialization - if applicable) | Required Experience (with Specialization - if applicable) | | | | | | | | |
| 1. | Ability to read and write | | | | | | | | | |
| 10. | Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i> | 7 | 11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II | | | | | | | |
| 12. | Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i> | NA | | | | | | | | |

| | | | | | | |
|-----|---|---|-----------------------|----------------------------------|------------------------------|----------------------|
| 13. | Training Duration by Modes of Training Delivery (Specify Total Duration 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 | | | | |
| | | Training Delivery Modes | Theory (Hours) | Practical (Hours) | OJT Mandatory (Hours) | Total (Hours) |
| | | Classroom (offline) | | 118:00 | 00:00 | 210:00 |
| | | Online | 92:00 | | | 92:00 |
| | | (Refer Blended Learning Annexure for details) | | | | |
| 14. | Aligned to NCO/ISCO Code/s (if no code is available mention the same) | NCO-2015/5131.9900 | | | | |
| 15. | Progression path after attaining the qualification (Please show Professional and Academic progression) | Food Delivery Associate | | | | |
| 16. | Other Indian languages in which the Qualification & Model Curriculum are being submitted | Hindi | | | | |
| 17. | Is similar Qualification(s) available on NQR-if yes, justification for this qualification | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications: | | | | |
| 18. | Is the Job Role Amenable to Persons with Disability | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability: | | | | |
| 19. | How Participation of Women will be Encouraged | 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. | Are Greening/ Environment Sustainability Aspects Covered (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. | Is Qualification Suitable to be Offered in Schools/Colleges | Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | |
| 22. | Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs) | Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in | | | | |
| 23. | Final Approval Date by NSQC: 30/04/2024 | 24. Validity Duration: 3 years | | 25. Next Review Date: 30/04/2027 | | |

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

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

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

| S. No | NOS/Module Name | NOS/Module Code & Version (if applicable) | Core/Non-Core | NCrF /NSQ F 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. | Carry out the duties related to food serving | THC/N3013 & v3.0 | Core | 2 | 3 | 35 | 55 | 00 | 0 | 90 | 40 | 40 | 0 | 20 | 100 | 60 |
| 2. | Communicate effectively and maintain service standards | THC/N9901 & v2.0 | Non-Core | 2 | 1 | 15 | 15 | 0 | 0 | 30 | 40 | 40 | 0 | 20 | 100 | 20 |
| 3. | Maintain organisational confidentiality and respect guests' privacy | THC/N9903 & v2.0 | Non-Core | 2 | 1 | 15 | 15 | 0 | 0 | 30 | 10 | 10 | 0 | 5 | 25 | 05 |
| 4. | Follow Health, Hygiene and Safety practices | THC/N9906 & v2.0 | Non-Core | 2 | 1 | 15 | 15 | 0 | 0 | 30 | 25 | 35 | 0 | 15 | 75 | 10 |
| 5. | Employability Skills (30 Hours) | DGT/VSQ/N0101 & v1.0 | Non-Core | 2 | 1 | 12 | 18 | 0 | 0 | 30 | 20 | 30 | 0 | 0 | 50 | 05 |
| Duration (in Hours) / Total Marks | | | | | 7 | 92 | 118 | 00 | 0 | 210 | 135 | 155 | 0 | 60 | 350 | 100 |

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:**Minimum Pass Percentage – Aggregate at qualification level: 50 %** (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. | Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines) | 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. | Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines) | NA |
| 3. | Tools and Equipment Required for Training | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure) |
| 4. | In Case of Revised Qualification, Details of Any Upskilling Required for Trainer | NA |

Section 4: Assessment Related

| | | |
|----|---|--|
| 1. | Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) | Diploma / Degree / Post Graduate with 5 years of relevant industry experience (F&B Service) |
| 2. | Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) | NA |
| 3. | Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) | NA |
| 4. | Assessment Mode (Specify the assessment mode) | Blended |
| 5. | Tools and Equipment Required for Assessment | <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. | Latest Skill Gap Study (not older than 2 years) (Yes/No): No |
| 2. | Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No |
| 3. | Government /Industry initiatives/ requirement (Yes/No): Yes |
| 4. | Number of Industry validation provided: 21 |
| 5. | Estimated nos. of persons to be trained and employed: 1210 |
| 6. | Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If "No", why: |

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

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 |
|---|---|--|-----------------|
| Professional Theoretical Knowledge/Process | Range of knowledge <ul style="list-style-type: none"> • FSSAI (Food Safety and Standards Authority of India) guidelines for food safety • Occupational health and safety requirements applicable at the workplace • SOP on order taking and serving the customers • Table settings procedure • types of serving ware, utensils and equipment • Types and use of equipment required in the dining area • Details of items available on the menu, especially the specials for the day • Ideal food and beverage combinations • Types of condiments to be placed on table • Handling of food and beverages without spilling • Correct temperature for food items to be served • Procedure to present a bill to customer and accept payments • Digital payment methods • SOP for cleaning of tables, chairs • Procedure for storing the serving ware, utensils and equipment • Post-dining clean-up process • Waste management procedures • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational hierarchy and reporting structure | <ul style="list-style-type: none"> • A Food Server-Roadside Eatery should have knowledge of basic facts, process and principles of the trade like taking orders, serving food etc. • Hence Level 2 | 2 |

| | | | |
|--|--|--|--|
| | <ul style="list-style-type: none">• Documentation policy and procedures of the organization• Service quality standards as per organizational policies• Complaint handling policy and procedures• SOP on personal hygiene• Procedure of giving and receiving feedback positively• Gender specific requirements of different types of guest• Specific requirements of different age-groups of guests• Age and gender specific etiquette• Key helpline numbers• Organizational policy with regards to Persons with disability• Organisation's policies on intellectual property rights and confidential information• IPR infringement reporting procedure• Storage and disposal procedures for confidential information• Importance of maintaining confidentiality for competitiveness of an organisation• Significance of damages resulting from confidentiality infringement• Organisation's policy on reporting and managing safety issues• Organisation's policy on reporting and managing safety issues• Procedure to maintain cleanliness standards at workplace• SOP on personal hygiene• Importance of preventive health checkup and healthy living• Procedure to report health issues• Instructions for operating and handling equipment as per standard• Purpose and usage of PPE• Basic first-aid procedures• Standard waste management policy | | |
|--|--|--|--|

| | | | |
|---|--|--|---|
| Professional and Technical Skills/ Expertise/ Professional Knowledge | Range of technical skills <ul style="list-style-type: none"> • Respond to customer queries appropriately • Manage time efficiently to handle customer orders • Address all complaints and handle dissatisfied customers • Identify immediate or temporary solutions to resolve delays • Solve problem when required • Improve work processes by incorporating guests' feedback • Fill in relevant forms, formats and checklist accurately • Analyze the impact of not adhering to the health and safety procedures • Read instructions, menu card, SOP, organizational policies etc. • Communicate effectively with customers and co-workers • interact with coworkers to work efficiently | <ul style="list-style-type: none"> • A Food Server-Roadside Eatery should be able perform food serving duties and follow service standards, Communication, health, hygiene and safety practices, etc. The person should have basic communication to communicate menu items etc. to the customer and taking orders and numeracy skills to collect the payment, etc. • Hence Level 2 | 2 |
| Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill | Team readiness & Enterpreurial Readiness <ul style="list-style-type: none"> • Communicate effectively using appropriate language • Behave politely and appropriately with all • Perform basic calculations • Solve problems effectively • Be careful and attentive at work • Ue time effectively • Maintain hygiene and sanitation to avoid infection | <ul style="list-style-type: none"> • A Food Server-Roadside Eatery should have good oral and written communication skills, Intermediate literacy and numeracy skills, basic self-employment/ entrepreneurial Mind-set, etc. | 2 |
| Broad Learning Outcomes/Core Skill | Carry out Range of tasks and may provide range of solutions <ul style="list-style-type: none"> • Carry out the duties related to food serving | <ul style="list-style-type: none"> • A Food Server-Roadside Eatery is responsible for carrying out duties related to food serving to the customers as per the service standards. This requires limited | 2 |

| | | | |
|-----------------------|---|---|---|
| | <ul style="list-style-type: none"> Communicate effectively and maintain service standards Maintain organisational confidentiality and respect guests' privacy Follow Health, Hygiene and Safety practices | <p>range of routine and predictable activities.</p> <ul style="list-style-type: none"> Hence Level 2 | |
| Responsibility | <p>Accountable/ responsible - Jr. Technician & Technician</p> <ul style="list-style-type: none"> Prepare dining area Take orders and serve customer Present the bill to customer Clean-up and prepare table for next customer Communicate effectively with guests, colleagues and superiors Maintain professional etiquette Provide specific services as per the guests' requirements Maintain organisational confidentiality Respect guest's privacy Maintain personal and workplace hygiene Take precautionary health measures Follow standard safety procedure Follow effective waste management | <ul style="list-style-type: none"> A Food Server-Roadside Eatery is responsible for preparing dining area, taking customer's orders and serving, etc. This person works under close supervision of the owner. Hence Level 2 | 2 |

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. | Various dining essentials such as tissue napkins, ketchup, etc. | Standard | 01 |
| 2. | Cleaning solutions and materials, Sanitizers, etc. | Standard | 01 |
| 3. | Sample menu card | Standard | 01 |
| 4. | Sample Bill | Standard | 01 |
| 5. | Dishware | Standard | 01 |
| 6. | Sample of escalation matrix | Standard | 01 |
| 7. | Organisation structure | Standard | 01 |
| 8. | Tables | Standard | 01 |
| 9. | Crockery | Standard | 01 |
| 10. | Cutlery | Standard | 01 |
| 11. | Note pad | Standard | 01 |
| 12. | Card swiping machine | Standard | 01 |
| 13. | Tableware | Standard | 01 |
| 14. | Utensils | Standard | 01 |
| 15. | Cleaning materials | Standard | 01 |
| 16. | Handouts of IPR guidelines and regulations | Standard | 01 |
| 17. | Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit | Standard | 01 |
| 18. | Standard Operating Procedures | Standard | 01 |
| 19. | Sample reports | Standard | 01 |

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Flip Chart
2. Duster
3. Projector
4. Projector screen
5. Computer/ Laptop with charger
6. Power Point Presentation
7. Laptop External Speakers
8. Training kit (Trainer guide, Presentations)
9. Participant Handbook and Related Standard Operating Procedures
10. Markers
11. 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 | reservation.kccr@kchotelsandresorts.com | - |
| 2. | Hotel Twin Towers | Ramesh Dogra | General manager Sales | New Kufri-Shimla (H.P) | 9816325865 | sales@hoteltwintowers.com | - |
| 3. | Raja Motels & Hotels (I) Pvt Ltd | Piyush Kapoor | General Manager | Amritsar | 9872855208 | info@ritzhotel.in | - |
| 4. | Barbeque Nation Hospitality Limited | Jayanta Saha | Sr.manager-HR | 601, Doddakannalli, Bengaluru – 560035 | 9330430684 | Jayanta.S@barbequenation.com | - |
| 5. | BikaJi Foods International Limited | Vineet Manocha | President-Culinary | Karni Industrial Area, Bikaner-334001 | 7738930777 | VINEETMANOCHA@HOTMAIL.COM | - |

| | | | | | | | |
|-----|---|-----------------------|---------------------------|--|------------|--|---|
| 6. | Bottle Lab Technologies Pvt Ltd. | Mr.Jyoti Dhaundiya | City head (Operations) | HTC aspire, 4 th Floor (401) No.19, Ali Asksar Road, Bangalore, Karnataka | 9634678540 | Jyoti.dhaundiya@thesmartq.com | - |
| 7. | Devyani International Ltd | Kirti Bhushan | Associate General Manager | F-2/7, Okhla Industrial Area Phase-1, new Delhi, 110020 | 7738074059 | Kirti.bhushan@dil-rjcorp.com | - |
| 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 | mukesh.kumar1@ihg.com | - |
| 9. | HPTDC Hotel Peterhof | Nand Lal | Dy. General Manager | Chaura Maidan, Near All India Radio, Shimla - 171004 (HP) | 9418455077 | chefnandlal@gmail.com | - |
| 10. | IHHR Hospitality Private Limited, | N Satish Mohan | AGM Operations & Audits | Plot No.9, Samalkha, New Delhi-110037 | 9891834909 | Satish.mohan@ihhrhospitality.in | - |
| 11. | Fern Residency | Avani Kulshreshtha | Human Resources | Noida Link Road Sec 100, Hazipur Sector 104 Noida, Uttar Pradesh 201301 | 8929079713 | hr.fr.noida@fernhotels.com | - |
| 12. | ITC Maurya | MS. Kaushambi Dhabhai | Human Resource Manager | Diplomatic Enclave, Sardar Patel Marg , New Delhi | 9571380091 | Kaushambi.Dhbhai@itchotels.in | - |
| 13. | Lite Bite Foods Pvt Ltd. | Surpreet Kaur | HR Manager | 317 Udyog Vihar, Phase-Gurgaon | 8130595480 | surpreet.Kaur@LBF.co.in | - |
| 14. | McDonald's | Achyut vats | SHFT MANAGER | Crown Interiorz mall, Faridabad, Haryana-121003 | 8252931845 | Achyut.vats05@gmail.com | - |
| 15. | Orange Tiger Hospitality Pvt. Ltd | Bharat Alagh | VP.Operations & Culinary | - | 9811118705 | Bharat.alagh@othpl.com | - |
| 16. | Property Solutions (India)Pvt. Ltd | Dharmendra Patil | General Manager | Unit no 11, ground Floor, Kalpataru Square, Off. | 9898049090 | dharmendra.patil@psipl.co.in | - |

| | | | | | | | |
|-----|------------------------------|--------------------------|---------------------------|---|------------|--|---|
| | | | | Andheri Kurla Road, Konivita Lane, Andheri (E), Mumbai -4000059 | | | |
| 17. | Royal Caribbean Cruiselineer | Jai Kumar Bhasin | Executive Chef | 1050, Caribbean Way Miami Florida-33132 USA | 9873461253 | JAIKUMARBHASIN@YAHOO.co.uk | - |
| 18. | Hotel Serene Suites | Aman Mahajan | Managing Partner | Dharamshala | 9816466999 | SERENESUITS01@GAMIL.COM | - |
| 19. | Shilton Hospitality | Santhosh Kumar G | Assistant General Manager | LLP, Office 2, Ulsoor Road, Bangalore | 9972471542 | santhoshkumar@shiltonhospitality.com | - |
| 20. | Grand New Delhi | Sudershan Singh Bhandari | Executive Chef | Nelson Mandela Road, Vasant Kunj, New Delhi | 9810911114 | ssb.ssb@outlook.com | - |
| 21. | Best Western India | Amit Sharma | Corp. Training Manager | Jasola, New Delhi | 8377833382 | amit.sharma@bwhindia.in | |

Annexure: Training & 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 | 880 | 1100 | NA | NA | NA | NA |
| 2024-2025 | 970 | 1210 | NA | NA | NA | NA |
| 2025-2026 | 1064 | 1330 | NA | NA | 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 |
| | | NA | NA | NA | NA | 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: NA

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

Annexure: Detailed Assessment Criteria

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

| NOS/Module Name | Assessment Criteria for Performance Criteria/Learning Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--|--------------|-----------------|---------------|------------|
| THC/N3013: Carry out the duties related to food serving | <i>Prepare dining area</i> | 10 | 10 | 0 | 5 |
| | PC1. arrange the tables for the customers | - | - | - | - |
| | PC2. clean and sanitize the dining tables | - | - | - | - |
| | PC3. arrange essentials such as tissue napkins, ketchup, etc. on tables | - | - | - | - |
| | PC4. check that all crockery and cutlery are cleaned and free from any damage | - | - | - | - |
| | PC5. obtain information on the available and non-available items and special dishes of the day | - | - | - | - |
| | <i>Take orders and serve customer</i> | 10 | 10 | 0 | 5 |
| | PC6. greet the customer appropriately | - | - | - | - |
| | PC7. present the menu card to the customer | - | - | - | - |
| | PC8. inform customers about the special dishes available for the day | - | - | - | - |
| | PC9. suggest suitable alternatives for the unavailable items | - | - | - | - |
| | PC10. respond to queries on menu items, ingredients used, etc. | - | - | - | - |
| | PC11. note down the customer's orders | - | - | - | - |
| | PC12. repeat and confirm the order with the customer | - | - | - | - |
| | PC13. mention the estimated delivery time for the ordered items | - | - | - | - |
| | PC14. communicate the order and any special request to the kitchen | - | - | - | - |
| | PC15. serve food items and beverages to the customers as per their orders | - | - | - | - |
| | PC16. ensure all food items and beverages are served at the right temperature and on time | - | - | - | - |
| | PC17. ensure there is no spillage during serving | - | - | - | - |
| | PC18. refill glasses with water/beverage, as required | - | - | - | - |
| | PC19. check with customer for additional servings, orders or any other requirement | - | - | - | - |
| | <i>Present the bill to customer</i> | 5 | 5 | 0 | 3 |
| | PC20. take confirmation from the customer for preparing the bill | - | - | - | - |
| | PC21. present the bill to the customer | - | - | - | - |
| | PC22. provide the required information like QR Code, UPI ID, Paytm number, etc. to the customers for making digital payments | - | - | - | - |
| | PC23. bring back any change from bill desk and the copy of the printed bill to the customer | - | - | - | - |
| <i>Clean-up and prepare table for next customer</i> | 15 | 15 | 0 | 7 | |
| PC24. clear table of all used dishes and tableware and leftover food items | - | - | - | - | |
| PC25. sanitize the tables, chairs, and any other surfaces and menu | - | - | - | - | |
| PC26. clean the area and mop for any food droppings | - | - | - | - | |

| | | | | | |
|---|---|-----------|-----------|----------|-----------|
| | PC27. clean, sanitize and store all serving ware, utensils, and equipment at the end of day's operations in the designated storage area | - | - | - | - |
| | Total Marks | 40 | 40 | 0 | 20 |
| THC/N9901: Communicate effectively and maintain service standards | <i>Communicate effectively with guests, colleagues and superiors</i> | 20 | 20 | 0 | 10 |
| | 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> | 10 | 10 | 0 | 5 |
| | 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> | 10 | 10 | 0 | 5 |
| | 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 | - | - | - | - | |
| | Total Marks | 40 | 40 | 0 | 20 |
| THC/N9903: Maintain organisational confidentiality and respect guests' privacy | <i>Maintain organisational confidentiality</i> | 6 | 6 | 0 | 3 |
| | 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 | - | - | - | - |

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|---|---|-----------|-----------|----------|-----------|
| | <i>Respect guest's privacy</i> | 4 | 4 | 0 | 2 |
| | PC5. protect personal and financial information of the guest | - | - | - | - |
| | PC6. refrain self from infringing upon guest's professional deals and plans | - | - | - | - |
| | Total Marks | 10 | 10 | 0 | 5 |
| | <i>Maintain personal and workplace hygiene</i> | 10 | 10 | 0 | 5 |
| | 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> | 5 | 5 | 0 | 0 |
| | 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> | 5 | 10 | 0 | 5 |
| | 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> | 5 | 10 | 0 | 5 |
| | 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 | - | - | - | - |
| | Total Marks | 25 | 35 | 0 | 15 |
| THC/N9906: Follow Health, Hygiene and Safety practices | | | | | |
| | <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| | PC1. understand the significance of employability skills in meeting the job requirements | - | - | - | - |
| | <i>Constitutional values – Citizenship</i> | 1 | 1 | - | - |
| | PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices | - | - | - | - |
| DGT/VSQ/N0101 - Employability Skills (30 hours) | | | | | |

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|--|--|------------|------------|----------|-----------|
| | <i>Becoming a Professional in the 21st Century</i> | 1 | 3 | - | - |
| | PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc. | - | - | - | - |
| | <i>Basic English Skills</i> | 2 | 3 | - | - |
| | PC4. speak with others using some basic English phrases or sentences | - | - | - | - |
| | <i>Communication Skills</i> | 1 | 1 | - | - |
| | PC5. follow good manners while communicating with others | - | - | - | - |
| | PC6. work with others in a team | - | - | - | - |
| | <i>Diversity & Inclusion</i> | 1 | 1 | - | - |
| | PC7. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| | PC8. report any issues related to sexual harassment | - | - | - | - |
| | <i>Financial and Legal Literacy</i> | 3 | 4 | - | - |
| | PC9. use various financial products and services safely and securely | - | - | - | - |
| | PC10. calculate income, expenses, savings etc. | - | - | - | - |
| | PC11. approach the concerned authorities for any exploitation as per legal rights and laws | - | - | - | - |
| | <i>Essential Digital Skills</i> | 4 | 6 | - | - |
| | PC12. operate digital devices and use its features and applications securely and safely | - | - | - | - |
| | PC13. use internet and social media platforms securely and safely | - | - | - | - |
| | <i>Entrepreneurship</i> | 3 | 5 | - | - |
| | PC14. identify and assess opportunities for potential business | - | - | - | - |
| | PC15. identify sources for arranging money and associated financial and legal challenges | - | - | - | - |
| | <i>Customer Service</i> | 2 | 2 | - | - |
| | PC16. identify different types of customers | - | - | - | - |
| | PC17. identify customer needs and address them appropriately | - | - | - | - |
| | PC18. follow appropriate hygiene and grooming standards | - | - | - | - |
| | <i>Getting ready for apprenticeship & Jobs</i> | 1 | 3 | - | - |
| | PC19. create a basic biodata | - | - | - | - |
| | PC20. search for suitable jobs and apply | - | - | - | - |
| | PC21. identify and register apprenticeship opportunities as per requirement | - | - | - | - |
| | Total Marks | 20 | 30 | - | - |
| | Grand Total | 135 | 155 | 0 | 60 |

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 Food Server-Roadside Eatery) will be assessed separately.
2. The candidate must score 50% 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

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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 |
| TVET | Technical and Vocational Education and Training |
| SOP | Standard Operating Procedure |
| 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 |

Glossary

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