



Model Curriculum

QP Name: Food & Beverage Service Manager

QP Code: THC/Q0303

QP Version: 3.0

NSQF Level: 6

Model Curriculum Version: 3.0

Tourism & 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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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Food & Beverage Service
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1120.3000
Minimum Educational Qualification and Experience	<p>Completed 4-year UG Degree in relevant field with 7 years of relevant experience OR Completed 2 year of diploma after 12th with 9 years of relevant experience OR Previous relevant Qualification of NSQF Level 5 with 3 years relevant experience OR Previous relevant Qualification of NSQF Level 5.5 with 1.5 years relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	30
Last Reviewed On	31/01/2024
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
QP Version	3.0
Model Curriculum Creation Date	31/01/2024
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	3.0
Minimum Duration of the Course	630 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	630 Hours, 0 Minutes (Including ES and OJT)

Program Overview

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

Training Outcomes

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

- Apply proper practices to plan and implement policies and budget for food and beverage department
- Employ appropriate procedure to manage resources and daily operations
- Create a sample operating budget for the food and beverage department
- Draft a sample menu with items and their pricing to achieve desired profit margins
- Explain the procedure of developing and managing a team effectively
- Describe the ways to promote effective communication in the organization and interpersonal skills
- Perform the activities to develop sensitization towards gender and persons with disability
- Employ appropriate professional expertise to maintain confidentiality of the organizational information and guests' privacy
- Apply proper practices to create and Implement health, hygiene, and safety practices at the workplace.
- Perform effective waste management

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0327 & V2.0: Plan and Implement Policies and Budget NSQF Level 6	27:00	39:00	24:00	00:00	90:00
Module 1: Introduction to Tourism and Hospitality Industry and Food & Beverage Service Manager	04:00	00:00	00:00	00:00	04:00
Module 2: Plan and Implement Departmental Policies	13:00	19:00	10:00	00:00	42:00
Module 3: Prepare and Manage Departmental Budget	10:00	20:00	14:00	00:00	44:00
THC/N0427 & V2.0: Build and Manage a Team NSQF Level 6	27:00	39:00	24:00	00:00	90:00
Module 4: Develop and Manage a Team Effectively	27:00	39:00	24:00	00:00	90:00
THC/N0328 & V2.0: Manage Resources and Daily Operations	27:00	39:00	24:00	00:00	90:00

NSQF Level 6					
Module 5: Manage Daily Operations	15:00	15:00	00:00	00:00	30:00
Module 6: Manage Resources for the Department	12:00	24:00	24:00	00:00	60:00
THC/N9101 & v2.0: Ensure Optimum Inventory and Menu Costing NSQF Level 6	27:00	39:00	24:00	00:00	90:00
Module 7: Review Menu Pricing	20:00	10:00	10:00	00:00	40:00
Module 8: Ensure Proper Inventory and Store Management	07:00	29:00	14:00	00:00	50:00
THC/N9102 & v2.0: Monitor and Control Operational Costs and Transaction NSQF Level 6	27:00	39:00	24:00	00:00	90:00
Module 9: Monitor and Control Operational Costs and Transaction	27:00	39:00	24:00	00:00	90:00
THC/N2801 & V2.0 – Identify and Implement Quality Standards at a Hotel/Restaurant NSQF Level 6	15:00	40:00	05:00	00:00	60:00
Module 10: Identify the Quality Standards to be Maintained	07:00	20:00	00:00	00:00	27:00
Module 11:: Implement Quality Standard for Hotel/Restaurant	08:00	20:00	05:00	00:00	33:00
THC/N2803 & V2.0 – Monitor organizational Processes for Quality NSQF Level 6	10:00	20:00	00:00	00:00	30:00
Module 12:: Monitor Vendor Performance	05:00	10:00	00:00	00:00	15:00
Module 13: Monitor Departmental Process of Hotel/Restaurant	05:00	10:00	00:00	00:00	15:00
THC/N5901 & V2.0: Manage Staff, Cost, and Business Promotion NSQF Level 6	15:00	25:00	20:00	00:00	60:00
Module 14:: Manage Staff	07:00	12:00	10:00	00:00	29:00
Module 15: Perform Activities to Manage Cost and Promote the Business	08:00	13:00	10:00	00:00	31:00

THC/N5902 & V2.0– Direct Catering Operations NSQF Level 6	20:00	15:00	25:00	00:00	60:00
Module 16: Manage Catering Operations	20:00	15:00	25:00	00:00	60:00
THC/N9911 & v1.0 – Promote Hospitable and Courteous Behavior NSQF Level 7	15:00	15:00	00:00	00:00	30:00
Module 17: Communication and Interpersonal Skills	15:00	15:00	00:00	00:00	30:00
THC/N9910 & V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy NSQF Level 6	15:00	15:00	00:00	00:00	30:00
Module 18: Organizational Confidentiality and Guest's privacy	15:00	15:00	00:00	00:00	30:00
THC/N9912 & v1.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace NSQF Level 7	15:00	15:00	00:00	00:00	30:00
Module 19: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0103: Employability Skills (90 Hours)	40:00	50:00	00:00	00:00	90:00
Module 20: Introduction to Employability Skills	01:30	01:30	00:00	00:00	03:00
Module 21: Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 22: Becoming a Professional in the 21st Century	02:00	03:00	00:00	00:00	05.00
Module 23: Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 24: Career Development & Goal Setting	01:00	03:00	00:00	00:00	04:00
Module 25: Communication Skills	04:00	06:00	00:00	00:00	10:00
Module 26: Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 27: Financial and Legal Literacy	05:00	05:00	00:00	00:00	10:00
Module 28: Essential Digital Skills	10:00	10:00	00:00	00:00	20:00
Module 29: Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 30: Customer Service	04:00	05:00	00:00	00:00	09:00
Module 31: Getting Ready for Apprenticeship & Jobs	04:00	04:00	00:00	00:00	08:00
Total Duration	220:00	290:00	120:00	00:00	630:00

Module Details

Module 1: Introduction to Tourism and Hospitality Industry and Food & Beverage Service Manager

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of a Food & Beverage Service Manager
- Explain the scope of work for a Food & Beverage Service Manager

Duration: 04:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of hotel of small, medium and large establishments • Elaborate the basic terminology used in the hospitality parlance • Discuss various facilities and amenities in the Hospitality Industry • Elaborate the job role and responsibilities for a Food & Beverage Service Manager in the Tourism and Hospitality Industry • Explain the grooming standards for a Food & Beverage Service Manager 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Plan and Implement Departmental Policies

Mapped to THC/N0327 & V2.0

Terminal Outcomes:

- Employ proper method to formulate policies and operating procedures for food and beverage department
- Draft a sample menu with items and their appropriate pricing
- Prepare a sample business forecasts for food and beverage department and
- Develop a sample structured and systematic system to capture customer feedback
- Describe promotional strategies and marketing activities for food and beverage department
- Explain research methods for new products and techniques for food preparation

Duration: 13:00	Duration: 19:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe effective ways and importance of monitoring proper implementation of policies, and control procedures • Explain the methods to perform pricing, market and competitor analysis techniques for food and beverage services • Describe the effective method to draft menu and pricing strategies for the same • Discuss business forecasting techniques, promotional strategies and marketing activities for food and beverage department • State the importance of ensuring effective implementation of training programs, directives, menus, work schedules, rules and regulations for the food and beverage staff and personnel • Elaborate research methods for new products and techniques for food preparation • Discuss effective ways to review and implement new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and to minimize food costs 	<ul style="list-style-type: none"> • Draft sample policies and operating procedures for food and beverage department • Create a sample business forecast for food and beverage department • Develop and implement a prototype of a structured and systematic customer feedback system • Role play on how to coordinate with marketing department to plan and approve external and internal marketing and sales promotion activities for the food and beverage department • Prepare sample procedures to improve guest patronage as per standard guidelines
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample menu items with pricing, business forecasts, structured and systematic system to capture customer feedback, procedures to improve guest patronage	

Module 3: Prepare and Manage Departmental Budget

Mapped to THC/N0327 & V2.0

Terminal Outcomes:

- Create a sample operating budget for the department
- Apply proper process to review departmental financial reports, establish and maintain fiscal budget/business plans and initiates cost controls
- Describe effective ways to achieve profitability in the department of the food and beverage Operations
- Dramatize on how to coordinate with Finance and IT teams to ensure that all revenue is captured
- Employ proper process to maintain effective control of raw material, labour and equipment costs used in the food and beverage department

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe budget preparation process, cost control methods and ways to maintain effective control of raw material, labour and equipment costs used in the food and beverage department • Explain the method to monitor and take corrective action as necessary to help assure that budget goals are attained • Discuss the effective techniques review departmental financial reports, establish and maintain fiscal budget/business plans and initiate cost controls • Explain effective ways to achieve profitability in the food and beverage operations • Describe profitability analysis techniques to analyse achieved profit margins for each food and beverage service area, in each financial period • Elaborate on ways to control costs of food and beverage department in purchasing, maintaining effective profit and loss controls and monitoring labor costs following demand patterns, budget and labor laws • Discuss effective techniques process to maximize food and beverage sales by 	<ul style="list-style-type: none"> • Prepare a sample operating budget for the department • Perform steps to obtain maximum revenue results from the utilization and appearance of the food and beverage areas • Apply proper methods to monitor food and beverage prices and achieve competitive rates while still ensuring quality standards • Employ appropriate procedures to compile all relevant food and beverage information on costs and sales that is used for forecasting, planning, budgeting, etc. • Role play on how to coordinate with Finance and IT teams to ensure that all revenue is captured

<p>identifying and targeting sales opportunities through marketing including promotions and special events and by training staff on up-selling and cross-selling</p> <ul style="list-style-type: none"> • Explain the methods to reconcile actual and forecast costs and sales, and initiating corrective action if discrepancies occur, and finding out and eliminating the causes, for example bad portion control, incorrect pricing, etc. • State the significance of ensuring that all standard operating procedures for revenue and cost control are in place and consistently utilized 	
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample operating budget, financial reports for the department, Sample food and beverage prices	

Module 4: Develop and Manage a Team Effectively

Mapped to THC/N0427 & V2.0

Terminal Outcomes:

- Develop supervisory and operational teams
- Perform effective team management activities

Duration: 27:00	Duration: 39:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance and procedure of writing appropriate job description for vacancy advertisements • Discuss significance of and various activities related to recruitment, induction, and training of the staff • List various performance management techniques • Discuss ways to devise performance parameters for different job roles like KRA, KPI etc. • Discuss various ways to increase team productivity and efficiency • Explain the importance and benefits of delegation of responsibilities • Discuss different ways to give directions/instructions to the team effectively • Discuss effective team management strategies • Describe effective leadership practices. • Elaborate the motivational approaches to ensure a positive work environment • Discuss effective ways of giving constructive feedback • Explain the importance of maintaining personal integrity & ethical behaviour at the workplace 	<ul style="list-style-type: none"> • Create sample job descriptions for different job roles in a restaurant • Role play how to conduct the procedures to recruit, induct, and train the employees • Prepare sample performance parameters (KRA/KPI) for various job roles in a restaurant • Role play how to provide instructions to team • Dramatize the ways of motivating the employees and establishing positive work environment • Role play a situation to create healthy, positive, and emotional work culture • Employ appropriate ways to convey feedback to the team members • Apply professional techniques to manage the team effectively
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Standard Operating Procedures, Participant Handbook, Sample report, Business correspondence, Related SOPs, Sample of escalation matrix, Organisation structure, sample guest feedback form	

Module 5: Manage Daily Operations

Mapped to THC/N0328 & V2.0

Terminal Outcomes:

- Role play on how to handle all food & beverage inquiries and ensure timely follow up on the same
- Employ appropriate process to assure bar inventory for functions, including opening and closing inventories.
- Explain the procedure to inspect food and beverage area, tools and equipment for proper appearance, upkeep, and cleanliness.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss hygiene, safety, legal and other standard requirements for food and beverage operations and significance of complying with the same • Discuss risk assessment strategies of safety, accident prevention, fire drills and first aid • Explain food and beverage regulatory standards and customer service standards • Outline the significance of ensuring that an accurate reservation system is in place and the served food and beverage products meet the established specifications and standards • State the importance of making sure proper service levels are maintained based on forecasted needs, with the minimum level of labor used to perform the required level of service • Discuss the importance of ensuring proper maintenance of bar control policies and adherence to legal requirements including state and/or local laws pertaining to alcoholic beverages • State the significance of ensuring correct handling procedures to minimize china and glassware breakage and food waste and taking rounds of all food and beverage area to ensure guests' needs are met. 	<ul style="list-style-type: none"> • Show how to check mise-en-scène and mise-en-place done by the team • Role play on how to greet guests and oversee actual service on a routine, and random basis • Dramatize a situation to handle all food & beverage inquiries and ensure timely follow up on the same business day • Apply appropriate process to assure bar inventory for functions, including opening and closing inventories • Show how to inspect food & beverage area to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met and tools and equipment for proper appearance, upkeep, and cleanliness • Show how to supervise the remodeling, refurbishment, and other building design enhancements applicable to food and beverage service

Classroom Aids
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures
Tools, Equipment and Other Requirements
Sample product invoices, bar inventories etc.

Module 6: Manage Resources for the Department

Mapped to THC/N0328 & V2.0

Terminal Outcomes:

- Explain inventory management and audit process
- Employ proper methods to monitor purchasing and receiving procedures for products and supplies
- Apply proper procedure to maintain effective control of raw material, labour and equipment used in the food and beverage department

Duration: 12:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe inventory management and audit process • Discuss the methods to monitor purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases • Explain ways to maintain effective control of raw material, labour and equipment used in the food and beverage department • State significance of following appropriate procedures for issuing and preparation of food and beverages within the establishment for final provision and service to the customer • Explain storage and stock rotational methods for raw material and supplies in the food and beverage department 	<ul style="list-style-type: none"> • Dramatize a situation to coordinate the selection, purchasing, storage, inventorying, maintenance and usage of all related food and beverage supplies and equipment • Employ proper process to assure completion of requisitions • Role play on how to coordinate with the Chef, Assistant Director of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with • Show how to conduct beverage, china, glass and silverware inventory audit • Dramatize how to provide updated information to the accounting department
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Required products and supplies for food and beverage department, Various beverage, china, glass and silverware for inventory audit,	

Module 7: Review Menu Pricing

Mapped to THC/N3101

Terminal Outcomes:

- Describe effective methods to price the food items
- Apply proper methods to update and check the menu pricing on the POS systems

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe effective methods to price the food items • Elaborate the procedure to handle the POS system • Explain various methods of reviewing menu prices to ensure prices are high enough for the company to earn adequate profit margins 	<ul style="list-style-type: none"> • Apply proper process to engineer the menu in terms of costing in conjunction with Executive Chef • Show how to update and check the menu pricing on the Point of Sales (POS) systems • Apply proper methods to monitor best-selling and least-popular items and advise the finance director and F&B director accordingly so reviews can be taken/dishes can be removed, where necessary
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Required POS (Point of Sale) system	

Module 8: Ensure Proper Inventory and Store Management

Mapped to THC/N3101

Terminal Outcomes:

- Apply proper methods of checking physical stock in different departments like kitchen, bar etc.
- Describe procedure of auditing stock and warehouse
- Apply appropriate techniques to input physical food and beverage stock counts into the computer system
- Role play on how to provide analysis of F&B stores consumption to handle the ordering of food and beverage to the authorized person

Duration: 07:00	Duration: 29:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of checking physical stock in different departments like kitchen, bar etc. periodically as per standards along with stock of grocery and perishable items • Discuss the importance of maintaining optimum stock of all food & beverage items at all times • Describe procedure of auditing stock and warehouse and regular material store audits to ensure that material is undamaged and maintained neatly • Describe the methods of reconciling all inventory accounts based on actual purchases and actual inventory stock take and allocate the expenses to the respective department based on their requisitions • Elaborate the procedure to maintain inventory accounts and material control system • Explain the methods of checking the purchase orders against the consumption pattern, seasonal business volume and projected business • State the importance of checking and ensuring that no material is issued out from the store without requisition or approval from the respective department head as well as ensuring that all the material issuances from the store to cost centers are as per standard and entered in MMS • Describe methods of verifying invoices 	<ul style="list-style-type: none"> • Employ appropriate process to prepare monthly listing of slow moving and obsolete items F&B supplies and recommend further action • Perform steps to organize and monitor stock taking and monthly closing procedures • Apply appropriate procedure of sorting, counting, identifying, verifying, and tracking all material against invoices, orders, bills or other records • Demonstrate how to conduct spot check to ensure that the goods received are as per specifications and the deliveries of goods by suppliers are consistent with the receiving schedule and the storerooms are not overstock • Show how to input physical food and beverage stock counts into the computer system and analyse results highlighting the discrepancies in opening, consumed, closing stocks for additional counts or reviews • Apply proper procedure to ensure that all the items purchased and received and entered in the MMS (Material Management Systems) • Role play on how to provide analysis of F&B stores consumption to handle the ordering of food and beverage to the authorized person

<p>against receiving record and compare them with purchase order and purchase request, and ensure that all invoices are stamped and signed by the authorized person</p>	
Classroom Aids	
<p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p>	
Tools, Equipment and Other Requirements	
<p>Sample invoices, orders, bills etc. for material verifying, Required Computer system, MMS (Material Management Systems)</p>	

Module 9: Monitor and Control Operational Costs and Transaction

Mapped to THC/N3102

Terminal Outcomes:

- Apply proper process of analyzing all food and beverage costs and make recommendation of alternatives on cost savings
- Show how to check the cost of sales in F&B outlet and ensure that the costs are within budget
- Describe the methods of verifying Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT) according to their serial numbers
- Prepare a sample monthly P&Ls and variance analysis report for food & beverage as per SOP
- Apply proper process to verify systems transactions/operations and the daily food & beverage revenues report

Duration: 27:00	Duration: 39:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various operational costs involved in F&B department • Discuss cost overheads of the department • State the significance of controlling the food and beverage outlets in terms of wastage, pilferage, and efficiency • Describe methods of identifying weaknesses in controls implemented at the restaurant and suggest for improvements • Explain budget and cost control methods and types of financial reports prepared in the F&B department • Describe various methods of calculating variance in consumption with previous consumption patterns, analyze the reason(s) for that and take corrective actions to restore the optimum cost of operations • Explain methods of verifying Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT) according to their serial numbers • Discuss the methods of checking all end of shift reports generated from the POS, sales, void, complimentary, discounted, and pending bills of the department • State the significance of ensuring that discounted bills are in line with the order issued by the top 	<ul style="list-style-type: none"> • Apply proper process of analyzing all food and beverage costs and make recommendation of alternatives on cost savings • Role play on how to collect information on the consumption of various food items and their sales in the standard • Show how to check the cost of sales in F&B outlet and ensure that the costs are within budget • Apply proper methods to monitor records of all food & beverage monthly expenses to ensure strict budgeting control • Draft a sample monthly P&Ls and variance analysis report for food & beverage as per SOP • Apply proper process to compile the food and beverage department's financial records and forward them to financial controllers for auditing • Show how to check and cross verify all sales have been transferred correctly from the Point of Sales (POS) to Property Management Systems (PMS) • Apply proper process to verify systems transactions/operations (POS, discounts, staff meals, settlements, lost postings, pricing, etc.) and the daily food & beverage revenues report submitted by the income audit for the accuracy of covers and average check

Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Required POS and PMS system, Sample Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT), monthly P&Ls and variance analysis report for food & beverage, revenue report, etc.

Module 10: Identify Quality Standards to be maintained in the Hotel and Restaurant

Mapped to NOS/N2801

Terminal Outcomes:

- Apply appropriate procedure to evaluate the suitability of the current quality process and system of the hotel and restaurant
- Describe Quality Management tools and procedures
- Prepare sample Quality Management formats

Duration: 07:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of staying abreast with quality control processes • Describe the ways to remain updated, like reviewing statistical studies, technological advances, regulatory standards and trends in the restaurant and hotel sector • Explain various traditional and novel sampling methodologies used in hotel and restaurant operations • Describe the evaluation procedure to determine the usefulness of new food testing and sampling methodologies or technologies • Discuss the standard quality parameters and critical points for each process in the Kitchen, F&B Service and Housekeeping departments in the hotels and restaurants • Elaborate the development procedures of SOPs and manuals required in hotel and restaurant 	<ul style="list-style-type: none"> • Employ suitable professional skills to review statistical studies, technological advances, regulatory standards and trends in the restaurant and hotel sector • Employ suitable practices to determine the usefulness of new food testing and sampling methodologies or technologies • Apply appropriate practices to evaluate current quality processes and systems in the restaurant and hotel • Role play on how to review and suggest updates to the hotel and restaurant management regarding the standard operating procedures or quality assurance manuals for various operations • Dramatize a situation on how to provide suggestions for restructuring the processes and systems of various departments (F & B, Kitchen, etc.) of the hotel and restaurant • Prepare sample formats for capturing various data for Quality Management and monitoring
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various quality management tools (like Quality Management (TQM), Six Sigma, etc.), Sample formats of different SOPs and Manuals	

Module 11: Implement Quality Standard for Hotel and Restaurant

Mapped to NOS/N2801

Terminal Outcomes:

- Perform the tasks to implement the quality standards for the restaurant and hotel
- Employ appropriate practices to communicate the implemented quality standard to the concerned parties, like vendors, various departments, etc.
- Perform the activities to instruct the staff regarding quality standards

Duration: 08 :00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain various Quality Management tools like Total Quality Management (TQM), Six Sigma, etc. as well as the Quality Management Process • List various types of quality inspection and testing procedures • Elaborate the concept of strategic planning and resource allocation • Explain various types of standard procedures required in different departments of a hotel and restaurant • Discuss the cost-control and budget monitoring process for Quality Control operations of various departments of a hotel and restaurant • Explain various statistical methods required to use while implementing the quality standards in a hotel and restaurant • State the importance of communicating the quality control information to the relevant staff and vendors as well as to instruct the hotel and restaurant staff regarding the same • Explain the significance of various regulatory standards related to hotel and restaurants 	<ul style="list-style-type: none"> • Apply appropriate practices to implement inspection and testing procedures for raw material, food items, F&B service, housekeeping, etc. • Dramatize a situation on how to communicate quality control information to the relevant departments and vendors for the restaurant and hotels • Role play on how to instruct the restaurant and hotel staff regarding the quality control and analytical procedures • Apply appropriate practices to monitor budget for different quality control operations • Prepare a sample Quality Control Report for testing procedure, methodologies and criteria to implement quality standard • Employ appropriate professional skills to review quality documentation necessary for regulatory submissions and inspections like FSSAI, HACCP, ISO, etc.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook, and Related Standard Operating Procedures	
Tools, Equipment, and Other Requirements	
Sample departmental budget, Sample quality control report, Sample document for regulatory submissions and inspections like FSSAI, HACCP, ISO, etc.	

Module 12: Monitor Vendor Performance

Mapped to NOS/N2803

Terminal Outcomes:

- Perform the tasks of conducting vendor audit
- Prepare a sample vendor performance report

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the standard classification of vendors related to hotel and restaurant sector • State the significance and process of conducting vendor audits for a restaurant and hotel • Describe the importance and procedure of closing vendor and product complaints • Elaborate the quality monitoring and process adjustment procedures for hotel and restaurant 	<ul style="list-style-type: none"> • Apply appropriate practices to ensure standard vendor classification for hotel and restaurant • Role play on conducting vendor audits for hotel and restaurant • Prepare a sample vendor food safety performance report and metrics • Dramatize a situation on how to give closure to vendor and product complaints • Employ appropriate practices to improve vendors' audit scores and performance
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools,, Equipment and Other Requirements	
Sample report for vendor audit, Sample vendor performance report, etc.	

Module 13: Monitor Departmental Process of Hotel/Restaurant

Mapped to NOS/N2803

Terminal Outcomes:

- Employ suitable practices to monitor the quality performance of various hotel/restaurant's departments
 - Prepare a sample Quality Performance report for all the processes carried out in a hotel/restaurant

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> State the importance of monitoring quality control systems of various departments in a hotel and restaurant Discuss the significance of ensuring quality standards of raw materials and finished food items Explain the importance and steps of quality testing and inspection process for various departments and facility areas of hotel and restaurant Describe the parameters of food quality assessment as per national and international quality standards Describe the procedure of carrying out facility and internal audits Describe various tools and techniques in quality planning and assurance Discuss the ways of giving constructive feedback to the staff Discuss the steps to establish quality control processes in hotel and restaurant State the importance of ensuring effective guest service Explain the procedure of testing the nutritional value of food products 	<ul style="list-style-type: none"> Role play on how to monitor the performance of departmental quality control systems of a hotel and restaurant Create sample reports for quality performance, root cause analysis and quality trends for all the processes carried out in a hotel and restaurant Demonstrate the procedure of quality testing and inspection procedure for various departments like kitchen, F&B services, Housekeeping, etc. Apply appropriate practices to inspect the effectiveness of the standard facility in different departments of hotel and restaurant, like kitchen, service counter, guest service area, store, etc. Show how to collect samples and analyze the food samples to evaluate the quality as well as nutritional value Employ proper practices to analyze quality control test results to provide feedback to the staff and take corrective measures Role play a situation on how to provide feedback to the staff accordingly Role play on how to monitor the inventory management for effective management of the stock as per standard Apply appropriate practices to inspect and ensure safe working conditions in the hotel and restaurant industry
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	

Tools, Equipment and Other Requirements

Sample reports for quality performance, quality of daily operations, root cause analysis, and quality trends for all the processes, etc.

Module 14: Manage Staff

Mapped to THC/N5901 & V2.0

Terminal Outcomes:

- Apply appropriate practices to monitor staffing levels and performance of the staff
- Describe the methods for conducting team meetings, orientations, and training for staff
- Employ proper practices to manage team and resolving conflict among the staff

Duration: 07:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the methods to monitor staffing levels • Discuss various performance parameters for the employees • Explain effective ways to delegate tasks and debrief the team members and • Discuss the methods for conducting team meetings, orientations, and training for staff • Explain the procedure to prepare and monitor work schedules for staff • Describe effective ways of team management and resolving conflict among the staff • Elaborate ways to give constructive feedback to the staff 	<ul style="list-style-type: none"> • Apply proper procedure to monitor staff levels in the department and assist the HR in the recruitment of staff • Employ appropriate process to ensure payroll costs are managed at all times • Apply proper practices to maintain accurate information concerning all staff records and monitor their performances and absenteeism within the department • Employ proper methods to ensure effective induction programs are conducted for new staff • Apply appropriate process to identify the training needs of the catering department in line with current legislation, service requirements and future departmental goals • Apply appropriate procedures to arrange and monitor the training and development of the catering staff • Employ proper methods to maintain staff discipline and take disciplinary action as per the standard disciplinary policy • Show how to review current work schedules of the staff and make recommendations for change to ensure maximum productivity
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample staff record, Work schedule etc.	

Module 15: Perform Activities to Manage Cost and Promote the Business

Mapped to THC/N5901 & V2.0

Terminal Outcomes:

- Explain the process and methods of budget preparation and cost control for catering department
- Apply proper procedure to maintain various financial records for catering department
- Discuss the effective ways to promote catering business
- Create comprehensive catering order form for clients

Duration: 08:00	Duration: 13:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process and methods of budget preparation and cost control for catering department • Explain the procedure to prepare various financial records for catering department • Describe various promotional strategies along with the effective ways to promote catering business • Discuss the effective customer service techniques, procedure to address customer issues, and ways to handle customer queries • Elaborate the procedure for taking the booking for catering and preparing comprehensive catering order form for clients 	<ul style="list-style-type: none"> • Apply proper practices to assist the manager in developing budget and financial plan for the catering department • Employ appropriate methods to monitor, review and make recommendations regarding all aspects of purchasing to ensure that purchasing is carried out efficiently and effectively • Show how to control and monitor any cash collection point within the catering department • Apply proper methods to ensure proper maintenance and documentation of accurate financial records, stock sheets, and other financial details at all times for catering department • Employ appropriate method to monitor department expenses and make amendments where necessary • Apply effective techniques to search business opportunities to obtain new orders and develop a positive working relationship with existing clients for repeat business • Apply proper practices to assist in developing a marketing plan to promote catering operations to individuals and organizations • Roleplay on how to respond to customer queries accurately • Prepare a sample comprehensive catering order form for clients
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample budget, financial records, stock sheets etc. for catering department, Sample catering order

Module 16: Manage Catering Operations

Mapped to THC/N5902 & V2.0

Terminal Outcomes:

- Explain the procedure to organize catering services for customers
- Apply proper practices for dealing with customer queries and complaints
- Employ proper methods to check the quality of food production for catering services
- Apply appropriate procedure for establishing and maintaining the highest standard of hygiene in all sections of the catering department

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the procedure to organize catering services along with menu planning • Discuss the complaint handling procedure • Explain the customer service and public relations management for catering service • List various layouts, setups, equipment and facilities for catering events • Describe various approaches to calculate the staff and other requirements for the catering event • Elaborated the procedure for catering service during formal and informal functions • List the different types of buffet for catering service • Discuss quality parameters of food items in catering service • State the significance for establishing and maintain the highest standard of hygiene in all sections of the catering department and in the handling of food 	<ul style="list-style-type: none"> • Show how to obtain customer requirements like number of guests, event dates, etc., for the event • Apply appropriate methods to plan food and beverage menu considering clients' preferences and special requests • Employ proper procedures to determine the ingredient requirement as per the menu • Apply proper process to manage stock and placing orders for catering service • Show how to arrange food tasting for potential customers • Dramatize a situation to deal with customer queries and complaints • Apply proper methods to manage the layout, design, equipping, and maintenance of catering areas • Apply proper methods to ensure prompt, friendly, and efficient service and maintenance of service standards as per HACCP • Perform relevant activities to determine the quality of foodstuff to be obtained as per the pre-determined procedures and inspect the quality of food as per standards • Apply proper procedure to ensure proper and secure storage of all foodstuff in the kitchen • Employ proper process to investigate, report, and correct complaints regarding the catering service

Classroom Aids
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures
Tools, Equipment and Other Requirements
Sample food and beverage menu, Required buffet, layouts, setups, equipment and facilities for catering events

Module 17: Communication and Interpersonal Skills

Mapped to THC/N9911 & V2.0

Terminal Outcomes:

- Promote effective communication in the organization
- Describe the ways of developing interpersonal skills
- Practice and promote sensitization towards different age groups, gender, and persons with Disability

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette, and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure of receiving feedback and complaints • Describe various ways to handle guest complaints • Discuss different ways to improve the guest experience • Explain the importance of gender and age sensitivity • Explain the importance of implementing standards, guidelines and practices pertaining to gender sensitivity, work ethics and workplace etiquette • Describe the specific needs of People with Disabilities • Explain the ways to handle sexual harassment at workplace and ways of reporting it • Elaborate the POSH (Prevention of Sexual harassment) policy guidelines • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors • Discuss effective ways of handling problems and issues reported by the subordinates 	<ul style="list-style-type: none"> • Dramatize a situation to promote respectful behaviour in the organization • Role play a situation on how to assist team members with information and knowledge • Role play a situation on how to handle guest complaints effectively • Employ professional techniques to establish service standards specific to different age, gender, and differently abled people at the workplace • Employ appropriate policies to promote equal treatment and prevent sexual harassment at the workplace • Employ practices to promote inclusive work environment for all age-groups, gender and people with disability
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample of escalation matrix, Organization structure

Module 18: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 & V4.0 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

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

Module 19: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 20: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 01:30	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Outline the importance of Employability Skills for the current job market and future of work • List different learning and employability related GOI and private portals and their usage 	<ul style="list-style-type: none"> • Research and prepare a note on different industries, trends, required skills and the available.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

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

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

Module 22: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss relevant 21st century skills required for employment 	<ul style="list-style-type: none"> • Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life • Create a pathway for adopting a continuous learning mindset for personal and professional development
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 23: Basic English Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Practice basic English speaking

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Read and understand text written in basic English 	<ul style="list-style-type: none"> • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Write a short note/paragraph / letter/e - mail using correct basic English
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 24: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: 01:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of career development plan 	<ul style="list-style-type: none"> • Create a career development plan • Identify well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 25: Communication Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Practice basic communication skills

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of communication etiquette including active listening for effective communication 	<ul style="list-style-type: none"> • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette • Write a brief note/paragraph on a familiar topic • Role play a situation on how to work collaboratively with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 26: Diversity & Inclusion

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of escalating sexual harassment issues as per POSH act 	<ul style="list-style-type: none"> • Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 27: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

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

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss various financial institutions, products, and services Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions Discuss the legal rights, laws, and aids 	<ul style="list-style-type: none"> Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement Calculate income and expenditure for budgeting
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 28: Essential Digital Skills

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the role of digital technology in day-to-day life and the workplace • Discuss the significance of displaying responsible online behavior while using various social media platforms 	<ul style="list-style-type: none"> • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely • Demonstrate how to connect devices securely to internet using different means • Follow the dos and don'ts of cyber security to protect against cyber crimes • Create an e-mail id and follow e- mail etiquette to exchange e -mails • Show how to create documents, spreadsheets and presentations using appropriate applications • utilize virtual collaboration tools to work effectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 29: Entrepreneurship

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the types of entrepreneurship and enterprises Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement 	<ul style="list-style-type: none"> Create a sample business plan, for the selected business opportunity
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 30: Customer Service

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 04:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Classify different types of customers Discuss various tools used to collect customer feedback Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> Demonstrate how to identify customer needs and respond to them in a professional manner
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 31: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0103

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately

Duration: 04:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and dressing appropriately for an interview List the steps for searching and registering for apprenticeship opportunities 	<ul style="list-style-type: none"> Draft a professional Curriculum Vitae (CV) Use various offline and online job search sources to find and apply for jobs Role play a mock interview
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 32: On-the-Job Training

Mapped to Food & Beverage Service Manager

Mandatory Duration: 120:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Draft sample policies and operating procedures for food and beverage department
- Create a sample business forecast for food and beverage department
- Develop and implement a prototype of a structured and systematic customer feedback system
- Role play on how to coordinate with marketing department to plan and approve external and internal marketing and sales promotion activities for the food and beverage department
- Prepare sample procedures to improve guest patronage as per standard guidelines
- Prepare a sample operating budget for the department
- Perform steps to obtain maximum revenue results from the utilization and appearance of the food and beverage areas
- Apply proper methods to monitor food and beverage prices and achieve competitive rates while still ensuring quality standards
- Employ appropriate procedures to compile all relevant food and beverage information on costs and sales that is used for forecasting, planning, budgeting, etc.
- Role play on how to coordinate with Finance and IT teams to ensure that all revenue is captured
- Show how to check mise-en-scène and mise-en-place done by the team
- Role play on how to greet guests and oversee actual service on a routine, and random basis
- Dramatize a situation to handle all food & beverage inquiries and ensure timely follow up on the same business day
- Apply appropriate process to assure bar inventory for functions, including opening and closing inventories
- Show how to inspect food & beverage area to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met and tools and equipment for proper appearance, upkeep and cleanliness
- Show how to supervise the remodeling, refurbishment and other building design enhancements applicable to food and beverage service
- Dramatize a situation to coordinate the selection, purchasing, storage, inventorying, maintenance and usage of all related food and beverage supplies and equipment
- Employ proper process to assure completion of requisitions
- Role play on how to coordinate with the Chef, Assistant Director of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with
- Show how to conduct beverage, china, glass and silverware inventory audit
- Dramatize how to provide updated information to the accounting department
- Create sample job descriptions for
- different job roles in a restaurant
- Role play how to conduct the procedures to recruit, induct, and train the employees
- Prepare sample performance parameters (KRA/KPI) for various job roles in a restaurant

- Role play how to provide instructions to team
- Dramatize the ways of motivating the employees and establishing positive work environment
- Apply proper process to engineer the menu in terms of costing in conjunction with Executive Chef
- Show how to update and check the menu pricing on the Point of Sales (POS) systems
- Apply proper methods to monitor best-selling and least-popular items and advise the finance director and F&B director accordingly so reviews can be taken/dishes can be removed, where necessary
- Employ appropriate process to prepare monthly listing of slow moving and obsolete items F&B supplies and recommend further action
- Perform steps to organize and monitor stock taking and monthly closing procedures
- Apply appropriate procedure of sorting, counting, identifying, verifying, and tracking all material against invoices, orders, bills or other records
- Demonstrate how to conduct spot check to ensure that the goods received are as per specifications and the deliveries of goods by suppliers are consistent with the receiving schedule and the storerooms are not overstock
- Show how to input physical food and beverage stock counts into the computer system and analyse results highlighting the discrepancies in opening, consumed, closing stocks for additional counts or reviews
- Apply proper procedure to ensure that all the items purchased and received and entered in the MMS (Material Management Systems)
- Role play on how to provide analysis of F&B stores consumption to handle the ordering of food and beverage to the authorized person
- Apply proper process of analyzing all food and beverage costs and make recommendation of alternatives on cost savings
- Role play on how to collect information on the consumption of various food items and their sales in the standard
- Show how to check the cost of sales in F&B outlet and ensure that the costs are within budget
- Apply proper methods to monitor records of all food & beverage monthly expenses to ensure strict budgeting control
- Draft a sample monthly P&Ls and variance analysis report for food & beverage as per SOP
- Apply proper process to compile the food and beverage department's financial records and forward them to financial controllers for auditing
- Show how to check and cross verify all sales have been transferred correctly from the Point of Sales (POS) to Property Management Systems (PMS)
- Apply proper process to verify systems transactions/operations (POS, discounts, staff meals, settlements, lost postings, pricing, etc.) and the daily food & beverage revenues report submitted by the income audit for the accuracy of covers and average check
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy

- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Postgraduate	Hotel/ Hospitality / QSR	5	F&B Service	1	F&B Service	

Trainer Certification	
Domain Certification	Platform Certification
“Food & Beverage Service Manager”, “THC/Q0303”, Minimum accepted score is 80%	Recommended that the trainer is certified for the job role “Trainer (VET and skills)” ,mapped to the qualification pack “MEP/Q2601, V2.0” . The minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Postgraduate	Hotel/ Hospitality / QSR	5	F&B Service	0	--	-

Assessor Certification	
Domain Certification	Platform Certification
"Food & Beverage Service Manager", "THC/Q0303", Minimum accepted score is 80%	Recommended that the assessor is certified for the job role "Assessor (VET and skills)", mapped to the qualification pack "MEP/Q2701, V2.0". The minimum accepted score is 80%

Assessment Strategy

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

1. Assessment System Overview:
 - Batches assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email
 - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
 - Assessment agency deploys the ToA certified Assessor for executing the assessment
 - SSC monitors the assessment process & records
 - If the batch size is more than 30, then there should be 2 Assessors.
2. Testing Environment: Assessor must:
 - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
 - Check the duration of the training.
 - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
 - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
 - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
 - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
 - Check the availability of the Lab Equipment for the particular Job Role.
3. Assessment Quality Assurance levels / Framework:
 - Question papers created by the Subject Matter Experts (SME)
 - Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
 - Questions are mapped with NOS and PC
 - Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
 - Assessor must be ToA certified
 - Assessment agency must follow the assessment guidelines to conduct the assessment
4. Types of evidence or evidence-gathering protocol:
 - Time-stamped & geotagged reporting of the assessor from assessment location
 - Centre photographs with signboards and scheme specific branding
 - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
 - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos
5. Method of verification or validation:
 - Surprise visit to the assessment location
 - Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
 - Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

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

Acronyms and Abbreviations

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