Model Curriculum

QP Name: Guest Service Associate (Food and Beverage)

QP Code: THC/Q0301

QP Version: 4.0

NSQF Level: 4

Model Curriculum Version: 4.0

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Sector	Tourism & Hospitality
Sub-Sector	Hotel/Restaurant
Occupation	Food and Beverage Service
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5123.20
Minimum Educational Qualification and Experience	12th grade pass or equivalent OR 11th grade Pass with 1.5-year relevant experience OR 10th grade pass with 3- year relevant experience OR Completed 2nd year of diploma (after 10th) with 1-year relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with 3-year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	31/01/2024
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
QP Version	4.0
Model Curriculum Creation Date	31/01/2024
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	4.0
Minimum Duration of the Course	510 Hours, 0 Minutes (Including ES and OJT)
Maximum Duration of the Course	870 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:

- Explain the procedure to inspect as well as organize services and dining area
- Describe the procedure to take the orders and serve Food and Beverages to the guests
- Present the bill to the guests to collect the payment
- Carry out the activities to prepare the table for the next guest
- Communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Maintain confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N9902 & V2.0– Ensure Effective Communication and Service Standard at Work Place NSQF Level 4	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 1: Introduction to Hotel Restaurant and Food and Beverage Services Associate	02:00	00:00	00:00	00:00	02:00
Module 2: Promote Effective Communication and Service Standard	13:00	15:00	00:00	00:00	28:00
THC/N9910 & V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy NSQF Level 4	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 3: Organizational Confidentiality and Guest's privacy	15:00	15:00	00:00	00:00	30:00
THC/N9907 & V2.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace NSQF Level 4	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**

Module 4: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	**24:00**	**36:00**	**00:00**	**00:00**	**60:00**
Module 5: Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 6: Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 7: Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 8: Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 9: Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 10: Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 11: Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 12: Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 13: Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 14: Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 15: Customer Service	02:00	03:00	00:00	00:00	05:00
Module 16: Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	**69:00**	**81.00**	**00.00**	**0.00**	**150.00**

Elective 1: Food and Beverage Service Associate

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0301 & V2.0 – Provide Efficient Food and Beverages Service to Guests NSQF Level 4	**70:00**	**60:00**	**50:00**	**00:00**	**180:00**
Module 17: Prepare for Food and Beverage Services	70:00	60:00	50:00	00:00	180:00

THC/N0303 & V2.0 – Perform Post-dining Activities NSQF Level 4	**68:00**	**72:00**	**40:00**	**00:00**	**180:00**
Module 18: Perform Post Dining Operations	68:00	72:00	40:00	00:00	180:00
Total Duration	**138:00**	**132:00**	**90.00**	**0.00**	**360.00**

Elective 2: Barista Executive

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0329 & V2.0 – Prepare for Barista Operations NSQF Level 4	**28:00**	**32:00**	**30:00**	**00:00**	**90:00**
Module 19: Perform Barista Operations	28:00	32:00	30:00	00:00	90:00
THC/N0330 & V2.0– Engage with guests and takeOrders NSQF Level 4	**60:00**	**30:00**	**30:00**	**00:00**	**120:00**
Module 20: Carry out theActivities to Take Orders	60:00	30:00	30:00	00:00	120:00
THC/N0308 & V3.0 – Prepare, Serve Beverages and Settle the Bill NSQF Level 4	**50:00**	**70:00**	**30:00**	**00:00**	**150:00**
Module 21: Prepare the Beverages and Serve the Customers	15:00	25:00	10:00	00:00	50:00
Module 22: Handle Customers' Queries and Prepare the Bills	20:00	25:00	10:00	00:00	55:00
Module 23: Perform the Activities to Close the Day's Operations	15:00	20:00	10:00	00:00	45:00
Total Duration	**138:00**	**132:00**	**90.00**	**0.00**	**360.00**

Module Details

Module 1: Introduction to Hotel/Restaurant & Food and Beverage Service Associate

Bridge Module

Terminal Outcomes:

- Develop the knowledge of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Food and Beverage Service Associate
- Explain the scope of work for a Food and Beverage Service Associate

Duration: *02:00*	**Duration**: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Hotel/Restaurant of small, medium and large establishments • Elaborate the scope for Food and Beverage Service Associate in the Tourism and Hospitality Industry • Describe the attributes required for a Food and Beverage Service Associate • Discuss the role and responsibilities of a Food and Beverage Service Associate • Explain different food and beverage outlets and their layout • Explain basic terminology used in Food and Beverage service • Explain inter and intra departmental coordination of Food and Beverage service with other departments	NA

Classroom Aids
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation
Tools, Equipment and Other Requirements
NA

Module 2: Promote Effective Communication and Service Standard

Mapped to THC/N9902 & V2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: *13:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback	• Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
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, Organisation structure	

Module 3: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 & V4.0

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**
• 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	• 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 4: Monitor Health and Safety Standard

Mapped to THC/N9907 & V2.0

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**
• 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	• 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 5: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: *00:30*	**Duration**: *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the Employability Skills required for jobs in various industries.	• List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 6: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *00:30*	**Duration**: *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen	• Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 7: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: *01:00*	**Duration***: 01:30*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning.	• Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 8: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: *04:00*	**Duration***: 06:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of basic English skills	• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English. • Write a short note/paragraph / letter/e - mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 9: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: *01:00*	**Duration**: *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of career development & goal setting	• Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: *02:00*	**Duration**: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team	• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: *01:00*	**Duration**: *01:30*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of escalating sexual harassment issues as per POSH act.	• Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *02:00*	**Duration**: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids.	• Outline the importance of selecting the right financial institution, product, and service. • Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *04:00*	**Duration**: *06:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the role of digital technology in today's life • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely.	• Create sample word documents, excel sheets and presentations using basic features. • Utilize virtual collaboration tools to work effectively.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *03:00*	**Duration**: *04:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the types of entrepreneurships and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement.	• Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *02:00*	**Duration**: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately	• Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: *03:00*	**Duration***: 05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of maintaining hygiene and confidence during an interview. • List the steps for searching and registering for apprenticeship opportunities.	• Create a professional Curriculum Vitae (CV) • Perform a mock interview • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module17: Prepare for Food and Beverage Services

Mapped to THC/N0301 & V2.0

Terminal Outcomes:

- Describe various inspection procedures to ensure smooth workflow
- Develop the knowledge and skills about different equipment, tableware, and other essentials required in the dining area

Duration: *70:00*	**Duration**: *60:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of maintaining cleanliness and hygiene in the food service area, such as dining table, sideboards, trolleys, etc. • Discuss types and usage of linen, crockery, cutlery, glassware, tableware and service equipment • Explain the standard procedure of organizing and setting up the table • Elaborate different types of menus • Explain different types of napkin folding techniques • Explain the uses of side station • Discuss the significance of ensuring all amenity details, such as available/non available menu item, lighting, ventilation, and temperature of the dining area, volume of music, etc.	• Employ appropriate inspection methods to check the food service and dining area for cleanliness, ventilation, etc. of the food service area • Apply appropriate practices to inspect table arrangement with linen, tableware, various essentials (table salt, ketch-up, etc.) • Employ standard communication practices to co-ordinate with the Chef for available/non-available menu items and special dishes

Classroom Aids
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures
Tools, Equipment and Other Requirements
Different types of linen, Tableware, Cutlery, Crockery, Napkin, Chair/table, Various service equipment

Module 18: Perform Post-dining Operations

Mapped to THC/N0303 & V2.0

Terminal Outcomes:

- Explain the procedure to present the bill
- Describe the activities to prepare the table for the next guests

Duration: *68:00*	**Duration**: *72:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of providing after meal services to guests • Discuss the standard procedure to receive guests' feedback and handle guests' complaints • Explain the standard procedure to present the bill to the guests • Elaborate the types of various methods to process the payment, like cash, card, e-wallet, etc. • Describe the procedure of managing the cash • Discuss the importance of cleaning and sanitizing the dining area and the tools, equipment, glassware, etc. before the arrival of the next guest • Elaborate the steps of post-dining cleaning • Explain the methods to organize and store the equipment, tools, and other products after providing the service • Discuss the procedure of managing the waste	• Employ appropriate ways to provide after-meal services like mouth freshener, finger bowls, etc. • Dramatize how to handle guests' complaints • Apply appropriate practices to take feedback from the guests • Show how to present the bill to the guests • Demonstrate how to process the payment and handle the cash • Dramatize how to ensure the post-dining cleaning activities are properly done • Employ appropriate inspection methods to check the proper disposal of the waste
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 feedback form, Various cleaning chemicals and accessories, Bill book, Card swiping machine, Various tools, glassware, equipment	

Module19: Perform Barista Operations

Mapped to THC/N0329 & V2.0

Terminal Outcomes:

- Describe the function and operational procedure of various tools, equipment and appliances used in the cafe, lounge
- Explain the preparation of work for a Barista
- Explain the methods to manage the stock
- Apply appropriate practices to co-ordinate with the Procurement department and Supervisor for replenishment

Duration: *28:00*	**Duration**: *32:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of maintaining cleanliness and hygiene in the cafe and Lounge • Elaborate on various cafe accessories, glasses, and tableware required in the Coffee bar along with their uses • Describe the operational and maintenance procedures of various coffee bar appliances and equipment along with their functions • Elaborate on the types of fruits, vegetables, snacks, etc. used in the café, Lounge • Describe various coffee and non- Coffee beverages served in the cafe, lounge etc. • Discuss the techniques of managing café Inventory • Explain the standard communication procedure and reporting structure with the higher authority	• Show how to draw the layout of the food and beverage service area and kitchen • Apply appropriate inspection method to ensure cleanliness and hygiene at the cafe and lounge • Employ appropriate inspection procedures to check the tools, equipment, appliances, and electrical fitments for cleanliness, and proper functioning • Demonstrate how to operate various cafe equipment and appliances • Apply proper ways to organize the bar accessories and tools like a bottle opener, shakers, cutlery and pitchers • Demonstrate how to perform basic tasks, like preparing ice cubes, and crushed ice, and garnishes • Show how to place menus and gratis edible on the table, etc. • Employ appropriate practices to run an inventory check of alcoholic and non-alcoholic beverages, garnishes, fruits, eggs, vegetables, snacks, etc. along with their date of expiry • Prepare a sample requisition to coordinate with Procurement Department and Supervisor
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	

Various tools like Espresso Machine, espresso grinder, lab grinder, shakers, pitchers, cutlery, Required Appliances and equipment, Tableware, Glassware, Different fruits, vegetable, garnishes, coffee and non-coffee beverages and snacks, Sample format of pre-requisition report

Module 20: Carry Out the Activities to Take Orders

Mapped to THC/N0330 & V2.0

Terminal Outcomes:

- Apply appropriate practices to maintain professional etiquette at the workplace
- Describe the techniques of greeting and handling the customers
- Explain the combination of food with the appropriate beverage
- Perform up selling and cross selling
- Employ appropriate practices to co-ordinate with the Procurement department and Supervisor for replenishment

Duration: *60:00*	**Duration**: *30:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of Communication etiquette and body language while greeting and welcoming • the customers and taking orders from them • Explain the importance of confirming the order and providing an estimated delivery time to the customers • Explain the guest handling techniques at the café, lounge etc. • Discuss various combinations of Food and Beverages • Describe the strategies of up-selling and cross- selling	• Demonstrate professional etiquette while receiving and greeting the customers and escorting them to their reserved table • Employ appropriate techniques to handle the customers in the bar • Apply proper practices while recommending the combination of • Food and Beverages (like coffee with croissant) to the customers • Dramatize how to take beverage orders from the customers • Role play how to upsell and cross-sell of high margin beverages and other products to the customers • Demonstrate how to take customers' orders manually and using a handheld device
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	
Handheld device to take orders, various food and beverages and their ingredients, Sample menu card, Customers reservation book	

Module 21: Prepare the Beverages and Serve the Customers

Mapped to THC/N0308 & v 3.0

Terminal Outcomes:

- Employ appropriate techniques to handle various tools, glassware, beverage bottles, etc.
- Explain the combination of food with the appropriate beverage and drinks
- Describe the preparation and serving procedures of various beverages and drinks

Duration: *10:00*	**Duration**: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the classifications of various Coffee beans etc. for making coffee beverages • Describe the factors that affect the shelf-life of various beverages and syrup and their storage procedures to ensure the Quality • Explain basic functions, like stirring, shaking, blending, flaming, etc. to be performed whilepreparing different coffees • Elaborate on various recipes to prepare coffeeand non-coffee beverages • Discuss the importance of choosing the right crockery/glassware to serve various Beverages • List appropriate combination of accompaniment to serve with variousbeverages and drinks • Discuss the standard procedures to servevarious beverages to the customers	• Demonstrate how to handle various glasses, syrup bottles, and trays and operate differenttools (like a bottle opener, Knife, etc.) • Employ appropriate practices to use beveragesand syrup as per their shelf life and storage procedure • Demonstrate the process of shaking, stirring, blending, and flaming used to prepare variouscoffees • Demonstrate how to prepare various drinksaccording to the recipe • Show how to use the standard procedure tomix, pour and garnish the prepared drinks • Apply appropriate practices to choose the rightcrockery/glassware, food, and snacks to serve different drinks as per the order • Demonstrate how to serve various beveragesand drinks to the customers
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	
Various tools (bottle opener, knife), Glassware, Coffee beans, Syrups, Different ingredients required for various drinks and beverages, Trays	

Module 22: Handle Customers' Queries and Prepare the Bills

Mapped to THC/N0308 & v 3.0

Terminal Outcomes:

- Describe the ways to handle customers' complaints and escalate issues
- Explain the billing procedure
- Describe the cash management procedure

Duration: *05:00*	**Duration**: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the standard procedure to handlecustomers' complaints and escalate unresolved issues • Describe the procedure of electronic billingand digital payment • Elaborate on the methods of daily cash management	• Dramatize responding to customers' queries • Role plays how to report and escalate theissues to the Manager and other operational Departments • Employ appropriate practices to preparethe bill and match it with the customers' order • Demonstrate how to receive the paymentusing a card-swiping machine and handle the daily cash flow
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	
Bill book, Card swiping machine, Various tools (Bar spoons, Bottle opener, Cocktail shaker, Cocktailstrainer, Cocktail board, Ice bucket, etc.), Crockery/Glassware (Pitcher, Latte cup, cappuccino cup, espresso cup, Shot glass, etc.) and equipment (Billing machine, Billing printer, etc.)	

Module 23: Perform the Activities to Close the Day's Operations

Mapped to THC/N0308 & v 3.0

Terminal Outcomes:

- Describe the ways to close for the day's operation

Duration: *15:00*	**Duration**: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of cleaning and sanitizing the coffee bar and the tools, equipment, glassware, crockery etc. beforeclosing the bar • Explain the methods to organize and store the equipment, tools, and otherproducts before closing the bar • Discuss the importance of cleaning outthe taps and locking the cabinet, refrigerator, etc. • Explain the significance of taking the notes of closing inventory and following • bar closing timing as per the regulations	• Apply proper practices to clean and sanitize the bar, various tools, equipment,etc. • Employ proper ways to organize and store various equipment. glassware and other products
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	
Bill book, Card swiping machine, Various tools (Bar spoons, Bottle opener, Cocktail shaker, Cocktailstrainer, chopping board, Ice bucket, etc.), Crockery/Glassware (Pitcher, Latte cup, cappuccino cup,espresso cup, Shot glass, etc.) and equipment (Billing machine, Billing printer, etc.)	

Module 24: On-the-Job Training

Mapped to Food and Beverage Service Associate

Mandatory Duration: 180:00	**Recommended Duration:** *000:00*
Location: On Site	

Terminal Outcomes

- Inspect the dining area, table equipment, and other essentials for cleanliness and hygiene as per organization's standard operating procedure
- Carry out the activities to inspect and organize the table with tableware, glass, linen, and other essentials
- Demonstrate the inspection procedure to check, replenish, and arrange with various essentials and service equipment
- Demonstrate the procedures of folding the napkins
- Carry out the activities to co-ordinate with the Duty Chef to know about available, non-available and special Food and Beverages of the day
- Apply appropriate practices to receive and greet the guests
- Demonstrate the professional skills to handle guests' orders, serve the guests, and handle guests' complaints effectively
- Perform the activities to upsell Food and Beverages to the guests
- Carry out the activities to receive guests' feedback, present the bill, process the payments, and manage the cash
- Perform the activities to check for cleanliness of the table, chair, and other essentials for the next guests
- Carry out the activities to check for proper waste disposal as per standards
- Dramatize appropriate communication skills and etiquette while interacting with guests, colleagues, and superiors
- Demonstrate positive body language when dealing with guests and colleagues
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Demonstrate sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy
- Maintain personal hygiene and grooming at workplace
- Identify hazards at workplace and report to the supervisor
- Perform basic activities to apply gender and age-sensitive service practices
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy
- Perform all the activities to maintain health, hygiene, and safety at the workplace

Annexure

Trainer Requirements

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

Trainer Certification	
Domain Certification	**Platform Certification**
"Food and Beverage Service Associate", "THC/Q0301", 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

Assessors Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
12th / Certificate / Diploma / Degree / Post Graduate	Hotel/ Hospitality / QSR	5	F&B Service	0	-	-

Assessor Certification	
Domain Certification	**Platform Certification**
"Food and Beverage Service Associate", "THC/Q0301", Minimum accepted score is 80%	Recommended that the assessor is certified for the job role "Assessor (VET and skills)" ,mapped to the qualification pack "MEP/Q2701, V2.0" . The minimum accepted score is 80%

Assessment Strategy

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

1. Assessment System Overview:

    - Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
    - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
    - Assessment agency deploys the ToA certified Assessor for executing the assessment
    - SSC monitors the assessment process & records
    - If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

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

3. Assessment Quality Assurance levels / Framework:

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

4. Types of evidence or evidence-gathering protocol:
    - Time-stamped & geotagged reporting of the assessor from assessment location
    - Centre photographs with signboards and scheme specific branding
    - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
    - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:
    - Surprise visit to the assessment location
    - Random audit of the batch

- Random audit of any candidate

6. Method for assessment documentation, archiving, and access
    - Hard copies of the documents are stored
    - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

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

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
IATA	International Air Transport Association
WHO	World Health Organization
ICAO	International Civil Aviation Organization
IRDA	Insurance Regulatory and Development Authority of India