

Qualification Pack



Counter Sales Executive (Tourism and Hospitality)

QP Code: THC/Q2903

Version: 5.0

NSQF Level: 3.5

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THC/Q2903: Counter Sales Executive (Tourism and Hospitality)

Brief Job Description

The individual at work receives guests, answers their queries, takes down their orders, handle online food and beverage orders, transfers orders to the kitchen, instructs the kitchen staff, serves guests, ensures timely delivery of the order to the customer and maintains the QSR as per organizational policy.

Personal Attributes

The job requires the individual to be mentally alert, energetic, target-oriented, and have excellent communication skills. The individual should have pleasing personality and ability to work calmly for long hours.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N2911: Set up & Maintain Sales Counter and Serve Guests](#)
2. [THC/N2908: Process Guest's Order](#)
3. [THC/N2912: Take Customer's Orders for Home Delivery](#)
4. [THC/N2913: Manage Administrative Work](#)
5. [THC/N9901: Communicate effectively and maintain service standards](#)
6. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
7. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
Country	India

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NSQF Level	3.5
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5246
Minimum Educational Qualification & Experience	11th Class (Completed) with NA of experience OR 10th Class (Completed) with 1-2 Years of experience OR Previous relevant Qualification of NSQF Level (3) with 1-2 Years of experience Experience may be inclusive of apprenticeship
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
Version	5.0
Reference code on NQR	QG-3.5-TH-02464-2024-V2-THSC
NQR Version	5.0

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THC/N2911: Set up & Maintain Sales Counter and Serve Guests

Description

This OS unit is about preparing and setting up of the sales counter at the start of the day, and assisting guests with the ordering of food & beverages. The unit also emphasizes on the maintenance of safe working conditions at the counter at all times.

Scope

The scope covers the following :

- Set up the sales counter for day's work
- Assist guests with their orders

Elements and Performance Criteria

Set up the sales counter for day's work

To be competent, the user/individual on the job must be able to:

- PC1.** prepare and organize the sales counter as per safety norms and organizational standards
- PC2.** place and organize all the tools and equipment at workstation to ensure safety, hygiene and efficiency
- PC3.** ensure cleanliness and availability of adequate space at the display area of the sales counter for displaying food products
- PC4.** display the food and beverage items at the counter to enhance sales
- PC5.** check the food products for clear and accurate labels as per standards
- PC6.** inspect all displayed food products for freshness, cleanliness and visual appeal
- PC7.** ensure that food products are not displayed beyond their expiry date
- PC8.** confirm availability of adequate quantities of food items and other supplies & materials at the workstation as per organizational standards

Assist guests with their orders

To be competent, the user/individual on the job must be able to:

- PC9.** receive and greet the guest as per organizational policy
- PC10.** present the menu to the guest as per standards
- PC11.** establish guest's food and beverage requirements quickly
- PC12.** respond to guest's queries at the counter
- PC13.** suggest food products and beverages to the guests as per their requirement
- PC14.** offer suitable alternatives to the guests for the unavailable items
- PC15.** take orders from guests and process them or pass it on to either QSR coordinator for relaying to kitchen or straight to kitchen either manually or electronically, as required
- PC16.** provide estimated delivery time of the order to the guest
- PC17.** provide instructions to guests regarding the handling, storage and consumption of packed food & beverages, if any

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, regulations and procedures followed in the organization
- KU2.** relevant occupational health and safety requirements applicable at the workplace
- KU3.** FSSAI (Food Safety and Standards Authority of India) and HACCP (Hazard Analysis and Critical Control Points) standard protocols related to food production, safety and quality standard
- KU4.** organization culture and typical guest profile
- KU5.** procedure to set up the sales counter effectively
- KU6.** types of food merchandising displays
- KU7.** precautionary measures to be taken and environmental conditions to be ensured to display food items without affecting their quality
- KU8.** types and usage of tools and equipment required at the counter to serve guests
- KU9.** inventory management techniques
- KU10.** types of food & beverage items available in the store and their preparation
- KU11.** factors affecting shelf life of food and beverages available in the QSR
- KU12.** types of sauces and accompaniments for different cuisine
- KU13.** optimum temperature requirement for serving varieties of food and beverages
- KU14.** types and usage of tableware
- KU15.** procedure to handle online orders

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read applicable safe food handling standards, food labels etc.
- GS2.** read instructions on various equipment
- GS3.** listen carefully and interpret guest's requirement
- GS4.** prepare list of resources and their quantity required for performing the job
- GS5.** communicate effectively with guests and QSR coordinator
- GS6.** plan the quantity of supplies required to maintain inventory
- GS7.** exhibit professional etiquette at all times
- GS8.** handle unsatisfied guests and their complaints effectively
- GS9.** analyze the time taken to serve guest
- GS10.** analyze innovative ways of food presentation to make food more attractive to guests

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up the sales counter for day's work</i>	15	20	-	5
PC1. prepare and organize the sales counter as per safety norms and organizational standards	-	-	-	-
PC2. place and organize all the tools and equipment at workstation to ensure safety, hygiene and efficiency	-	-	-	-
PC3. ensure cleanliness and availability of adequate space at the display area of the sales counter for displaying food products	-	-	-	-
PC4. display the food and beverage items at the counter to enhance sales	-	-	-	-
PC5. check the food products for clear and accurate labels as per standards	-	-	-	-
PC6. inspect all displayed food products for freshness, cleanliness and visual appeal	-	-	-	-
PC7. ensure that food products are not displayed beyond their expiry date	-	-	-	-
PC8. confirm availability of adequate quantities of food items and other supplies & materials at the workstation as per organizational standards	-	-	-	-
<i>Assist guests with their orders</i>	10	10	-	10
PC9. receive and greet the guest as per organizational policy	-	-	-	-
PC10. present the menu to the guest as per standards	-	-	-	-
PC11. establish guest's food and beverage requirements quickly	-	-	-	-
PC12. respond to guest's queries at the counter	-	-	-	-
PC13. suggest food products and beverages to the guests as per their requirement	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. offer suitable alternatives to the guests for the unavailable items	-	-	-	-
PC15. take orders from guests and process them or pass it on to either QSR coordinator for relaying to kitchen or straight to kitchen either manually or electronically, as required	-	-	-	-
PC16. provide estimated delivery time of the order to the guest	-	-	-	-
PC17. provide instructions to guests regarding the handling, storage and consumption of packed food & beverages, if any	-	-	-	-
NOS Total	25	30	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N2911
NOS Name	Set up & Maintain Sales Counter and Serve Guests
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
NSQF Level	3.5
Credits	2
Version	3.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

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THC/N2908: Process Guest's Order

Description

This unit is about passing on the guest's order to the kitchen staff for processing the same and ensure serving the guests as per the standards. The unit also covers the preparation and serving of pre-cooked and half-cooked food items to incorporate features like live baking at the food centers.

Scope

The scope covers the following :

- Communicate with the kitchen staff
- Process the guest orders
- Serve the guests

Elements and Performance Criteria

Communicate with the kitchen staff

To be competent, the user/individual on the job must be able to:

- PC1.** enter guest's order into the computerized system, if available
- PC2.** inform kitchen about the guest's order by generating manual Kitchen Order Ticket [KOT] or generate the Kitchen Order Ticket [KOT] from the computerized system as per organization's SOP
- PC3.** submit Kitchen Order Ticket [KOT] to kitchen in a timely manner

Process the guest orders

To be competent, the user/individual on the job must be able to:

- PC4.** serve ready-to-eat, consumable food and drinks to the guest as per order
- PC5.** operate vending machines such as coffee-makers, cold drink dispensers
- PC6.** refill vending machines at self-serving food centers
- PC7.** heat pre-cooked food items in oven/microwave and serve it hot to the guest
- PC8.** place the half-cooked food/frozen items into the oven for doing the 'live baking' and serve fully baked product to the guest
- PC9.** collect the prepared food from kitchen, garnish it and serve to the guest as per organizational SOP
- PC10.** process and deliver the order within the time frame as per organizational SOP
- PC11.** pack the food on guest's request as per organizational SOP
- PC12.** inform the guests and address any unavoidable delay in the order delivery

Serve the guests

To be competent, the user/individual on the job must be able to:

- PC13.** prepare the orders at the counter or receive prepared food and beverages from QSR coordinator as applicable
- PC14.** serve food and drink items at the recommended temperature using clean, hygienic and appropriate service equipment

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- PC15.** ensure serving of appropriate condiments and accompaniments with ordered food items
- PC16.** pack the food on guest's request as per organizational SOP
- PC17.** manage home delivery orders from various online food delivery portals
- PC18.** clean the counter after serving guests
- PC19.** dispose of expired food & beverage products and other waste generated in day's work as per organizational standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational packing & take-away instructions and policies
- KU2.** procedure of entering the guest's orders details and generating KOT in the computerized system
- KU3.** procedure to communicate order details including any specific requirement of the guest to the kitchen staff
- KU4.** basic baking methods and techniques
- KU5.** operating procedure of vending machines, microwaves, ovens, and other service equipment
- KU6.** hazards related to operation of electrical instruments e.g. coffee making machine
- KU7.** food garnishing and presentation techniques as per QSR's SOP
- KU8.** types and impact of wrappings to be used for packing food and beverages

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the organization's work instructions , service policy, procedure for writing guest's order, etc.
- GS2.** read instructions displayed on the computerized system while entering the order
- GS3.** write the guest's order manually as per QSR's SOP
- GS4.** exhibit professional and communication etiquette at all times
- GS5.** plan and organize the work to ensure timely delivery of orders to the guests
- GS6.** handle guest's complaints effectively
- GS7.** handle and solve work-related problems that arise suddenly

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate with the kitchen staff</i>	5	10	-	-
PC1. enter guest's order into the computerized system, if available	-	-	-	-
PC2. inform kitchen about the guest's order by generating manual Kitchen Order Ticket [KOT] or generate the Kitchen Order Ticket [KOT] from the computerized system as per organization's SOP	-	-	-	-
PC3. submit Kitchen Order Ticket [KOT] to kitchen in a timely manner	-	-	-	-
<i>Process the guest orders</i>	15	15	-	5
PC4. serve ready-to-eat, consumable food and drinks to the guest as per order	-	-	-	-
PC5. operate vending machines such as coffee-makers, cold drink dispensers	-	-	-	-
PC6. refill vending machines at self-serving food centers	-	-	-	-
PC7. heat pre-cooked food items in oven/microwave and serve it hot to the guest	-	-	-	-
PC8. place the half-cooked food/frozen items into the oven for doing the 'live baking' and serve fully baked product to the guest	-	-	-	-
PC9. collect the prepared food from kitchen, garnish it and serve to the guest as per organizational SOP	-	-	-	-
PC10. process and deliver the order within the time frame as per organizational SOP	-	-	-	-
PC11. pack the food on guest's request as per organizational SOP	-	-	-	-
PC12. inform the guests and address any unavoidable delay in the order delivery	-	-	-	-
<i>Serve the guests</i>	15	15	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. prepare the orders at the counter or receive prepared food and beverages from QSR coordinator as applicable	-	-	-	-
PC14. serve food and drink items at the recommended temperature using clean, hygienic and appropriate service equipment	-	-	-	-
PC15. ensure serving of appropriate condiments and accompaniments with ordered food items	-	-	-	-
PC16. pack the food on guest's request as per organizational SOP	-	-	-	-
PC17. manage home delivery orders from various online food delivery portals	-	-	-	-
PC18. clean the counter after serving guests	-	-	-	-
PC19. dispose of expired food & beverage products and other waste generated in day's work as per organizational standards	-	-	-	-
NOS Total	35	40	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N2908
NOS Name	Process Guest's Order
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
NSQF Level	3.5
Credits	3
Version	3.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

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THC/N2912: Take Customer's Orders for Home Delivery

Description

This OS unit is about taking customer's food and beverage orders, handling online food and beverage orders, communicating it to the kitchen staff, and facilitating the delivery of the order to the customer on time.

Scope

The scope covers the following :

- Receive customer calls and take orders
- Handle online food and beverage orders
- Communicate customer order to kitchen staff
- Facilitate standard delivery of the order

Elements and Performance Criteria

Receive customer calls and take orders

To be competent, the user/individual on the job must be able to:

- PC1.** ensure self-availability at the home delivery order counter at all the times
- PC2.** answer the phone calls promptly
- PC3.** introduce self and the organization to the customer
- PC4.** inform the customer about available menu items and special dishes available for the day
- PC5.** establish customer's food and beverage requirements quickly
- PC6.** assist the customers in selection of menu items to be ordered
- PC7.** inform the customer about any sale or promotional offers available at that point of time
- PC8.** advise suitable alternatives for the demanded unavailable items
- PC9.** upsell food items and new beverages or high selling products to ensure profitable transactions for the organization
- PC10.** provide suggestions to the customer on beverages that complement the food items they have ordered
- PC11.** ask the customer about any special requirements, if any
- PC12.** repeat and confirm orders with the customer for accuracy before entering them into the Point-of-Sale System or order forms, as applicable
- PC13.** enter the customer's order selections into the system or note manually, as applicable
- PC14.** obtain customer details such as name, address, phone number, etc. to complete the order
- PC15.** inform the customer about the total bill amount and confirm the mode of payment for the placed order
- PC16.** provide an estimated delivery time of the order to the customer
- PC17.** handle customer complaints, if any

Handle online food and beverage orders

To be competent, the user/individual on the job must be able to:

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- PC18.** monitor orders that come in through the third-party applications
- PC19.** accept or decline the order as per availability of F&B items
- PC20.** add order to the restaurant's own POS manually
- PC21.** handle online ordering tool on the restaurant's website to place and pay for takeaway and delivery orders
- PC22.** update the online menu, and adjust delivery and pickup wait times, set ordering hours, close dates, and delivery zones on the restaurant's website

Communicate customer order to kitchen staff

To be competent, the user/individual on the job must be able to:

- PC23.** generate the manual or computerized Kitchen Order Ticket [KOT] for the received order, as applicable, as per organizational SOP
- PC24.** submit Kitchen Order Ticket [KOT] to the kitchen as per SOP
- PC25.** pass on specific instructions to the kitchen staff to customize the order as per customer's requirement
- PC26.** confirm the preparation time of the order
- PC27.** coordinate with kitchen staff to expedite orders, ensuring that they are prepared timely

Facilitate standard delivery of the order

To be competent, the user/individual on the job must be able to:

- PC28.** brief the packaging team about any special request from the customer related to the packaging
- PC29.** deal with the independent food delivery associate from third party applications and ensure order is handed over to the correct person
- PC30.** coordinate with the food delivery associate to collect customer's package from the packaging team
- PC31.** provide customer delivery instructions or special requests, if any to the food delivery associate
- PC32.** generate a bill for each order
- PC33.** ensure the copy of the bill is attached on the delivery package
- PC34.** inform the delivery associate about the mode of payment
- PC35.** ensure the delivery associate carries the digital payment equipment or change money, as required
- PC36.** ensure food and beverage items are packed as per organizational standards
- PC37.** update the computerized system when the food is out for delivery
- PC38.** track the status of the order till it is delivered
- PC39.** inform the customer if there is any delay in the delivery of the order
- PC40.** monitor all orders and ensure they are delivered in a quick and timely manner
- PC41.** match total sales and cash received at the end of the day

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organization's policy and work instructions on receiving calls and on greeting customer, sale promotion offers, regulations and procedures followed in the organization
- KU2.** food hygiene, quality, and safety standards as per organizational policy and FSSAI
- KU3.** occupational health and safety requirements as per HACCP
- KU4.** organizational code of conduct
- KU5.** professional and communication etiquette
- KU6.** food and beverage combinations
- KU7.** strategies to collect all relevant information from the customer
- KU8.** suggestive and up-selling techniques
- KU9.** frequently asked customer's queries
- KU10.** online food and beverage orders
- KU11.** usage of third- party applications
- KU12.** procedure to handle online ordering tool on the restaurant's website to place and pay for takeaway and delivery orders
- KU13.** procedure to update the online menu, and adjust delivery and pickup timelines, set ordering hours, close dates, and delivery zones on the restaurant's website
- KU14.** process of generating KOT through the computerized system
- KU15.** procedure to manually write the KOT as per eatery's SOP
- KU16.** procedure to communicate order details including any specific requirement of the customer to the kitchen staff
- KU17.** details of items available on the menu, home delivery timelines of the restaurant for the specified distance
- KU18.** delivery time estimation techniques
- KU19.** usage of tools like calculators, telephonic equipment, electronic promotional materials, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the company's work instructions and service policy
- GS2.** communicate effectively with customers and colleagues
- GS3.** improve work processes after analyzing common errors of delays

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive customer calls and take orders</i>	15	15	-	10
PC1. ensure self-availability at the home delivery order counter at all the times	-	-	-	-
PC2. answer the phone calls promptly	-	-	-	-
PC3. introduce self and the organization to the customer	-	-	-	-
PC4. inform the customer about available menu items and special dishes available for the day	-	-	-	-
PC5. establish customer's food and beverage requirements quickly	-	-	-	-
PC6. assist the customers in selection of menu items to be ordered	-	-	-	-
PC7. inform the customer about any sale or promotional offers available at that point of time	-	-	-	-
PC8. advise suitable alternatives for the demanded unavailable items	-	-	-	-
PC9. upsell food items and new beverages or high selling products to ensure profitable transactions for the organization	-	-	-	-
PC10. provide suggestions to the customer on beverages that complement the food items they have ordered	-	-	-	-
PC11. ask the customer about any special requirements, if any	-	-	-	-
PC12. repeat and confirm orders with the customer for accuracy before entering them into the Point-of-Sale System or order forms, as applicable	-	-	-	-
PC13. enter the customer's order selections into the system or note manually, as applicable	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. obtain customer details such as name, address, phone number, etc. to complete the order	-	-	-	-
PC15. inform the customer about the total bill amount and confirm the mode of payment for the placed order	-	-	-	-
PC16. provide an estimated delivery time of the order to the customer	-	-	-	-
PC17. handle customer complaints, if any	-	-	-	-
<i>Handle online food and beverage orders</i>	5	5	-	-
PC18. monitor orders that come in through the third-party applications	-	-	-	-
PC19. accept or decline the order as per availability of F&B items	-	-	-	-
PC20. add order to the restaurant's own POS manually	-	-	-	-
PC21. handle online ordering tool on the restaurant's website to place and pay for takeaway and delivery orders	-	-	-	-
PC22. update the online menu, and adjust delivery and pickup wait times, set ordering hours, close dates, and delivery zones on the restaurant's website	-	-	-	-
<i>Communicate customer order to kitchen staff</i>	10	10	-	5
PC23. generate the manual or computerized Kitchen Order Ticket [KOT] for the received order, as applicable, as per organizational SOP	-	-	-	-
PC24. submit Kitchen Order Ticket [KOT] to the kitchen as per SOP	-	-	-	-
PC25. pass on specific instructions to the kitchen staff to customize the order as per customer's requirement	-	-	-	-
PC26. confirm the preparation time of the order	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. coordinate with kitchen staff to expedite orders, ensuring that they are prepared timely	-	-	-	-
<i>Facilitate standard delivery of the order</i>	10	10	-	5
PC28. brief the packaging team about any special request from the customer related to the packaging	-	-	-	-
PC29. deal with the independent food delivery associate from third party applications and ensure order is handed over to the correct person	-	-	-	-
PC30. coordinate with the food delivery associate to collect customer's package from the packaging team	-	-	-	-
PC31. provide customer delivery instructions or special requests, if any to the food delivery associate	-	-	-	-
PC32. generate a bill for each order	-	-	-	-
PC33. ensure the copy of the bill is attached on the delivery package	-	-	-	-
PC34. inform the delivery associate about the mode of payment	-	-	-	-
PC35. ensure the delivery associate carries the digital payment equipment or change money, as required	-	-	-	-
PC36. ensure food and beverage items are packed as per organizational standards	-	-	-	-
PC37. update the computerized system when the food is out for delivery	-	-	-	-
PC38. track the status of the order till it is delivered	-	-	-	-
PC39. inform the customer if there is any delay in the delivery of the order	-	-	-	-
PC40. monitor all orders and ensure they are delivered in a quick and timely manner	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC41. match total sales and cash received at the end of the day	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N2912
NOS Name	Take Customer's Orders for Home Delivery
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
NSQF Level	3.5
Credits	3
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

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THC/N2913: Manage Administrative Work

Description

This unit is about managing and improving the sales, handling cash and generating reports for the perusal and reference of higher authorities.

Scope

The scope covers the following :

- Manage sales
- Manage cash
- Generate reports

Elements and Performance Criteria

Manage sales

To be competent, the user/individual on the job must be able to:

- PC1.** ensure proper display of food and beverage items at the counter
- PC2.** handle point of sale materials as per organizational SOP
- PC3.** achieve the sales target by increasing the guest footfall and sales
- PC4.** enhance cross-selling of related food and beverage items

Manage cash

To be competent, the user/individual on the job must be able to:

- PC5.** generate electronic or manual bill for each order and give it to the guest as per organizational SOP
- PC6.** process the payment using various modes
- PC7.** maintain the electronic or cash ledger record of each transaction as per organizational SOP
- PC8.** match total sales and cash received at the end of the day
- PC9.** report to the cashier/authorized person at the end of the day regarding cash management

Generate reports

To be competent, the user/individual on the job must be able to:

- PC10.** maintain day-to-day business records as per organizational SOP
- PC11.** generate reports in the specified format as per organizational SOP for apprising the management about guest footfall, sales conversions, etc.
- PC12.** report guest enquiries, comments and complaints to the top management

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's work instructions on daily cash management and record-keeping
- KU2.** organisation's SOP for reporting and documentation

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- KU3.** sales promotional activities
- KU4.** visual merchandising process
- KU5.** process of bill generation as per SOP
- KU6.** digital payment methods
- KU7.** fundamentals of cash management systems

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organisation's work instructions and quality & service policy
- GS2.** maintain the record as per organisation's SOP
- GS3.** prepare reports as per organisation's SOP
- GS4.** communicate with guests about the services and recipes available in the eatery
- GS5.** decide on new promotional methods to increase guests footfall and sale e.g. displaying special recipes and food items on the counter
- GS6.** plan and organize the display of food and beverage items to enhance sales and cross-selling

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage sales</i>	8	8	-	2
PC1. ensure proper display of food and beverage items at the counter	-	-	-	-
PC2. handle point of sale materials as per organizational SOP	-	-	-	-
PC3. achieve the sales target by increasing the guest footfall and sales	-	-	-	-
PC4. enhance cross-selling of related food and beverage items	-	-	-	-
<i>Manage cash</i>	8	8	-	2
PC5. generate electronic or manual bill for each order and give it to the guest as per organizational SOP	-	-	-	-
PC6. process the payment using various modes	-	-	-	-
PC7. maintain the electronic or cash ledger record of each transaction as per organizational SOP	-	-	-	-
PC8. match total sales and cash received at the end of the day	-	-	-	-
PC9. report to the cashier/authorized person at the end of the day regarding cash management	-	-	-	-
<i>Generate reports</i>	4	4	-	1
PC10. maintain day-to-day business records as per organizational SOP	-	-	-	-
PC11. generate reports in the specified format as per organizational SOP for apprising the management about guest footfall, sales conversions, etc.	-	-	-	-
PC12. report guest enquiries, comments and complaints to the top management	-	-	-	-
NOS Total	20	20	-	5

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N2913
NOS Name	Manage Administrative Work
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
NSQF Level	3.5
Credits	2
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N9901: Communicate effectively and maintain service standards

Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

Provide specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

Qualification Pack

PC19. follow gender and age sensitive service practices at all times

PC20. adhere to the company policies related to prevention of sexual harassment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policies on behavioural etiquette and professionalism

KU2. organizational policies on gender sensitive service practices at workplace

KU3. organizational hierarchy and reporting structure

KU4. documentation policy and procedures of the organization

KU5. service quality standards as per organizational policies

KU6. complaint handling policy and procedures

KU7. SOP on personal hygiene

KU8. procedure of giving and receiving feedback positively

KU9. gender specific requirements of different types of guest

KU10. specific requirements of different age-groups of guests

KU11. age and gender specific etiquette

KU12. key helpline numbers

KU13. organizational policy with regards to Persons with disability

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

GS2. interact with coworkers to work efficiently

GS3. communicate effectively with the guests

GS4. solve problem when required

GS5. improve work processes by incorporating guests' feedback

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
PC5. build effective yet impersonal relationship with guests	-	-	-	-
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
PC9. pass on essential information to the colleagues timely	-	-	-	-
PC10. report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC11. report to work on time	-	-	-	-
PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
PC13. follow the dress code as per organizational policy	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	10	10	-	5
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate effectively and maintain service standards
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N9903: Maintain organisational confidentiality and respect guests' privacy

Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

Respect guest's privacy

To be competent, the user/individual on the job must be able to:

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

Generic Skills (GS)

User/individual on the job needs to know how to:

Qualification Pack

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	6	-	3
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	4	4	-	2
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	10	10	-	5

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain organisational confidentiality and respect guests' privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N9906: Follow Health, Hygiene and Safety practices

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Elements and Performance Criteria

Maintain personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

Take precautionary health measures

To be competent, the user/individual on the job must be able to:

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

Follow standard safety procedure

To be competent, the user/individual on the job must be able to:

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management

To be competent, the user/individual on the job must be able to:

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

Qualification Pack

- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with guests and co-workers
- GS4.** analyze the impact of not adhering to the health and safety procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	10	10	-	5
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	5	5	-	-
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	5	10	-	5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	5	10	-	5
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC16. segregate waste into different coloured dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-
PC18. recycle waste wherever applicable	-	-	-	-
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	25	35	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	15/03/2024
Next Review Date	15/03/2027
NSQC Clearance Date	15/03/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

Qualification Pack

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N2911.Set up & Maintain Sales Counter and Serve Guests	25	30	0	15	70	20
THC/N2908.Process Guest's Order	35	40	0	10	85	20
THC/N2912.Take Customer's Orders for Home Delivery	40	40	0	20	100	10
THC/N2913.Manage Administrative Work	20	20	0	5	45	10
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	10
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	10
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	215	245	-	90	550	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.