

## Qualification Pack



# Barista Executive

QP Code: THC/Q0308

Version: 1.0

NSQF Level: 4

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place  
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## Qualification Pack

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## Qualification Pack

### THC/Q0308: Barista Executive

#### Brief Job Description

The individual at work welcomes the guest, takes down guest's order, prepares and serves the drink requested and assists in billing.

#### Personal Attributes

The job requires the individual to be well-groomed, physically fit, flexible to work for long hours, and an excellent communicator.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0329: Prepare for cafe operations](#)
2. [THC/N0330: Engage with guests and take orders](#)
3. [THC/N0331: Prepare, Serve Beverages and Settle the Bill](#)
4. [THC/N9901: Communicate effectively and maintain service standards](#)
5. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
6. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	20

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<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/ 5123.60
<b>Minimum Educational Qualification &amp; Experience</b>	<p>11th Class OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience OR Certificate-NSQF (level 3- food &amp; beverage service assistant) with 2 Years of experience relevant experience</p>
<b>Minimum Level of Education for Training in School</b>	8th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	14 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	29/09/2025
<b>NSQC Approval Date</b>	29/09/2022
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2022/TH/THSC/06411
<b>NQR Version</b>	1

## Qualification Pack

### THC/N0329: Prepare for cafe operations

#### Description

This OS unit is about preparing the cafe or coffee bar for serving the guests. It also includes ensuring the availability of adequate stock of beverages, food products, snacks, and other materials for smooth service

#### Scope

The scope covers the following :

- Plan and prepare for work
- Check storage and manage inventory

#### Elements and Performance Criteria

##### *Plan and prepare for work*

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

- PC1.** Ensure the cafe/ coffee bar is clean as per health and hygiene standards
- PC2.** Switch on and check the equipment/appliances such as coffee machine, coffee grinder, fridge, ACs, etc. for proper functioning and report defects to the supervisor
- PC3.** Ensure all coffee bar accessories, equipment, glasses and tableware etc. are cleaned, sanitized and replenished before guest's arrival
- PC4.** Organize coffee bar accessories and tools such as shakers, pitchers, bottle openers, and cutlery
- PC5.** Prepare ice cubes, crushed ice, and garnishes
- PC6.** Place menus at the bar counter/table
- PC7.** Check for the day's special items/promotions

##### *Check storage and manage inventory*

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

- PC8.** Run an inventory check on coffee beans stock/garnishes/snacks/ice machines for the day's requirement
- PC9.** Ensure adequate stock of coffee and non-coffee beverages
- PC10.** Ensure adequate stock of fruits, vegetables, eggs, snacks, etc. for day's requirement
- PC11.** Check for expiry date of food & beverages and other products and discard as per standards
- PC12.** Prepare requisition and coordinate with procurement department and inform supervisor for replenishment

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Food and beverage regulations as per FSSAI
- KU2.** Relevant occupational health and safety requirements as applicable in the workplace

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- KU3.** State Excise Act regulations and guidelines on serving beverages
- KU4.** Organizational code of conduct, business etiquette and typical guest profile
- KU5.** Types of coffee or non coffee beverages in a cafe or coffee bar lounge
- KU6.** Types of fruits, vegetables, snacks and ingredients used in the bar
- KU7.** Inventory management techniques at the bar
- KU8.** Types of tableware, equipment, and appliances used in the bar
- KU9.** Operating procedure of various coffee equipment used
- KU10.** Placement of bar accessories and tools
- KU11.** Maintenance procedure of equipment/appliances in the bar

## Generic Skills (GS)

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

- GS1.** Read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** Manage time effectively for prompt and improved services
- GS3.** Be polite and courteous at all times
- GS4.** Improve and modify own work practices
- GS5.** Handle day-to-day operational problems pertaining to the work area

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and prepare for work</i>	<b>10</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> Ensure the cafe/ coffee bar is clean as per health and hygiene standards	-	-	-	-
<b>PC2.</b> Switch on and check the equipment/appliances such as coffee machine, coffee grinder, fridge, ACs, etc. for proper functioning and report defects to the supervisor	-	-	-	-
<b>PC3.</b> Ensure all coffee bar accessories, equipment, glasses and tableware etc. are cleaned, sanitized and replenished before guest's arrival	-	-	-	-
<b>PC4.</b> Organize coffee bar accessories and tools such as shakers, pitchers, bottle openers, and cutlery	-	-	-	-
<b>PC5.</b> Prepare ice cubes, crushed ice, and garnishes	-	-	-	-
<b>PC6.</b> Place menus at the bar counter/table	-	-	-	-
<b>PC7.</b> Check for the day's special items/promotions	-	-	-	-
<i>Check storage and manage inventory</i>	<b>8</b>	<b>10</b>	-	<b>5</b>
<b>PC8.</b> Run an inventory check on coffee beans stock/garnishes/snacks/ice machines for the day's requirement	-	-	-	-
<b>PC9.</b> Ensure adequate stock of coffee and non-coffee beverages	-	-	-	-
<b>PC10.</b> Ensure adequate stock of fruits, vegetables, eggs, snacks, etc. for day's requirement	-	-	-	-
<b>PC11.</b> Check for expiry date of food & beverages and other products and discard as per standards	-	-	-	-
<b>PC12.</b> Prepare requisition and coordinate with procurement department and inform supervisor for replenishment	-	-	-	-
<b>NOS Total</b>	<b>18</b>	<b>30</b>	-	<b>15</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0329
<b>NOS Name</b>	Prepare for cafe operations
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	29/09/2025
<b>NSQF Clearance Date</b>	29/09/2022



## Qualification Pack

### THC/N0330: Engage with guests and take orders

#### Description

This OS unit is about welcoming the guest to the cafe and taking orders for serving beverages.

#### Scope

The scope covers the following :

- The scope covers the following :
- Welcome the guest
- Take the beverages order
- Confirm the order with the guests

#### Elements and Performance Criteria

##### *Welcome the guest*

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

- PC1.** Greet and welcome the guests promptly and appropriately on arrival as per SOP of organization
- PC2.** Check for any reservation and allot the table to the guest accordingly
- PC3.** Escort the guests to the table
- PC4.** Ensure that the guests are comfortably seated
- PC5.** Serve water to the guest

##### *Take the beverages order*

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

- PC6.** Present the beverage menu to the guest and explain them about the available beverages in the bar
- PC7.** Establish guest's beverage requirements quickly
- PC8.** Suggest the drinks and food choices based on guest's preference
- PC9.** Inform guests about the available special offers in the bar
- PC10.** Ask the guest for any preference
- PC11.** Answer guest's queries on beverages
- PC12.** Inform guests of any new arrivals or exotic beverages
- PC13.** Recommend suitable pairings of food and coffee (e.g. Americano and croissant)
- PC14.** Up-sell new coffees/other beverages and high margin products to ensure profitable transactions for the organization

##### *Confirm the order with the guests*

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

- PC15.** Note the guest's beverages orders manually or using the handheld device
- PC16.** Repeat and confirm the order with guest for preparation of beverages
- PC17.** Provide estimated delivery time of the order to the guest

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's policy on receiving and greeting guests, promotional offers, food safety and quality standard
- KU2.** preparation time and ingredients of the items in the menu card
- KU3.** government food and beverage regulations
- KU4.** organizational code of conduct, business etiquette and typical guest profile
- KU5.** preparation time and ingredients of the items in the menu card
- KU6.** food and beverage combinations
- KU7.** guest handling techniques
- KU8.** types of coffee/non-coffee beverages in the bar
- KU9.** cross-selling and up-selling strategies
- KU10.** latest trends in the beverage industry
- KU11.** types of tableware, equipment, and appliances used in the bar

### Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** record the frequently asked questions and problems of guests
- GS3.** assess bar guests' needs
- GS4.** communicate effectively with the guests
- GS5.** handle irate/dissatisfied guests

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Welcome the guest</i>	<b>10</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> Greet and welcome the guests promptly and appropriately on arrival as per SOP of organization	-	-	-	-
<b>PC2.</b> Check for any reservation and allot the table to the guest accordingly	-	-	-	-
<b>PC3.</b> Escort the guests to the table	-	-	-	-
<b>PC4.</b> Ensure that the guests are comfortably seated	-	-	-	-
<b>PC5.</b> Serve water to the guest	-	-	-	-
<i>Take the beverages order</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC6.</b> Present the beverage menu to the guest and explain them about the available beverages in the bar	-	-	-	-
<b>PC7.</b> Establish guest's beverage requirements quickly	-	-	-	-
<b>PC8.</b> Suggest the drinks and food choices based on guest's preference	-	-	-	-
<b>PC9.</b> Inform guests about the available special offers in the bar	-	-	-	-
<b>PC10.</b> Ask the guest for any preference	-	-	-	-
<b>PC11.</b> Answer guest's queries on beverages	-	-	-	-
<b>PC12.</b> Inform guests of any new arrivals or exotic beverages	-	-	-	-
<b>PC13.</b> Recommend suitable pairings of food and coffee (e.g. Americano and croissant)	-	-	-	-
<b>PC14.</b> Up-sell new coffees/other beverages and high margin products to ensure profitable transactions for the organization	-	-	-	-
<i>Confirm the order with the guests</i>	<b>20</b>	<b>20</b>	-	<b>9</b>

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> Note the guest's beverages orders manually or using the handheld device	-	-	-	-
<b>PC16.</b> Repeat and confirm the order with guest for preparation of beverages	-	-	-	-
<b>PC17.</b> Provide estimated delivery time of the order to the guest	-	-	-	-
<b>NOS Total</b>	<b>50</b>	<b>55</b>	-	<b>25</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0330
<b>NOS Name</b>	Engage with guests and take orders
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	29/09/2025
<b>NSQF Clearance Date</b>	29/09/2022

## Qualification Pack

### THC/N0331: Prepare, Serve Beverages and Settle the Bill

#### Description

This OS unit is about preparing and serving the beverages to the guest as per order. It also includes attending to guest's queries and closure of transactions through bill settlement.

#### Scope

The scope covers the following :

- The scope covers the following :
- Prepare beverages for the guests
- Serve the beverages to the guests
- Handle guest's queries/issues
- Prepare the bill as per order
- Perform end of day activity

#### Elements and Performance Criteria

##### *Prepare beverages for the guests*

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

- PC1.** Handling syrup bottles as per organizational SOP considering their shelf life and storage procedure
- PC2.** Prepare coffee as per standard recipe of the bar
- PC3.** Use proper crockery/glassware to suit the ordered beverage
- PC4.** Ensure crockery/glassware are sparkling clean and not cracked or chipped
- PC5.** Follow standard procedure for mixing, pouring and, garnishing the prepared drinks
- PC6.** Measure quantity of different beverages for making coffee/non-coffee beverages
- PC7.** Prepare the beverages of guest's choice using correct coffee beans/ beverage and mixes
- PC8.** Apply techniques like stirring, shaking, blending, layering, or flaming etc. to make coffees as per guest's preference
- PC9.** Follow specific instructions for preparation of ordered drink
- PC10.** Shake the ingredients using a cocktail shaker with ice cubes (iced coffees) as per guest preference
- PC11.** Ensure there is no overpouring or spillage of beverage
- PC12.** Garnish the drink to make it attractive

##### *Serve the beverages to the guests*

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

- PC13.** Handle the tray as per organizational policy (holding at chest height) if serving at tables
- PC14.** Hold the saucer or handle of coffee cup
- PC15.** Use bottle opener, knife, etc. for opening the bottles without any damage
- PC16.** Pour the beverage into the guest's glass if order is cold brew
- PC17.** Ensure there are adequate napkins/tissues on the table

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- PC18.** Follow serving guidelines such as serving on the right-hand side of the guest
- PC19.** Handle cups/glasses, bottles as per procedure to avoid contamination
- PC20.** Serve the beverages with ice cubes or according to guest's preference
- PC21.** Ensure all ordered dish/ complimentary snacks are served along with the beverages
- PC22.** Avoid interrupting guests while serving beverages

### *Handle guest's queries/issues*

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

- PC23.** . Inform the cafe manager about any issues like brawls, rowdy behaviour, of the guest etc. and resolve them
- PC24.** Notify customers on any egg ingredient used in the coffee
- PC25.** Notify customers on hotness of the beverage if takeaway
- PC26.** Respond to all guest queries

### *Prepare the bill as per order*

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

- PC27.** Prepare the bill as per SOP
- PC28.** Verify the bill detail with the order before presenting it to guests
- PC29.** Collect cash and return balance along with the invoice
- PC30.** Process payment by card, get signature, and return the card after swipe transaction
- PC31.** Bill to room, in case of guests staying in hotel

### *Perform end of day activity*

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

- PC32.** Ensure the coffee bar is cleaned before closure
- PC33.** Clean up and organize the refrigerator and syrup shelves/cabinets
- PC34.** Make sure equipment and machines are stripped down, cleaned and sanitized
- PC35.** Ensure products are dated and are properly stored for the next day's use
- PC36.** Put away the products with rotation in mind
- PC37.** Wash and store the glassware/crockery and other serve ware safely
- PC38.** Empty the grinder hopper and store the coffee properly
- PC39.** Lock and close coffee bar cabinet, refrigerator, etc
- PC40.** Turn off electric signages, lights, ACs, etc.
- PC41.** Take note of the closing inventory
- PC42.** Follow cafe closing timings as per regulations

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Regulatory requirements and guidelines for cafes
- KU2.** General food and beverages service guidelines
- KU3.** Organizational policies on behavioural etiquette and professionalism
- KU4.** Essential tools behind the bar and their intended use

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- KU5.** Types of coffees, RTD, and non- coffee beverages
- KU6.** Preparation of beverages available on the menu
- KU7.** Mixology for preparing coffees and other drinks
- KU8.** Classification and usage of serve ware
- KU9.** Pouring techniques of different bevarages to the appropriate glass as per procedure
- KU10.** Coffee terminology
- KU11.** Escalation procedure to handle unruly guests
- KU12.** Ways to enhance guest experience
- KU13.** Complaint handling policy and procedures
- KU14.** Computerized billing procedure
- KU15.** Taxes applicable for coffee beverages/beans
- KU16.** Digital payment methods
- KU17.** Daily cash management process
- KU18.** Procedure for storing the coffee glasses, equipment and appliances

## Generic Skills (GS)

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

- GS1.** read journals and other sources to get the latest information about beverage trends
- GS2.** interact with coworkers to work efficiently
- GS3.** communicate effectively with the guests
- GS4.** analyze preferences of the guests
- GS5.** manage time efficiently to handle guest orders
- GS6.** spot and report potential guest problems to manager
- GS7.** address all complaints and handle dissatisfied guests



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare beverages for the guests</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> Handling syrup bottles as per organizational SOP considering their shelf life and storage procedure	-	-	-	-
<b>PC2.</b> Prepare coffee as per standard recipe of the bar	-	-	-	-
<b>PC3.</b> Use proper crockery/glassware to suit the ordered beverage	-	-	-	-
<b>PC4.</b> Ensure crockery/glassware are sparkling clean and not cracked or chipped	-	-	-	-
<b>PC5.</b> Follow standard procedure for mixing, pouring and, garnishing the prepared drinks	-	-	-	-
<b>PC6.</b> Measure quantity of different beverages for making coffee/non-coffee beverages	-	-	-	-
<b>PC7.</b> Prepare the beverages of guest's choice using correct coffee beans/ beverage and mixes	-	-	-	-
<b>PC8.</b> Apply techniques like stirring, shaking, blending, layering, or flaming etc. to make coffees as per guest's preference	-	-	-	-
<b>PC9.</b> Follow specific instructions for preparation of ordered drink	-	-	-	-
<b>PC10.</b> Shake the ingredients using a cocktail shaker with ice cubes (iced coffees) as per guest preference	-	-	-	-
<b>PC11.</b> Ensure there is no overpouring or spillage of beverage	-	-	-	-
<b>PC12.</b> Garnish the drink to make it attractive	-	-	-	-
<i>Serve the beverages to the guests</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC13.</b> Handle the tray as per organizational policy (holding at chest height) if serving at tables	-	-	-	-
<b>PC14.</b> Hold the saucer or handle of coffee cup	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> Use bottle opener, knife, etc. for opening the bottles without any damage	-	-	-	-
<b>PC16.</b> Pour the beverage into the guest's glass if order is cold brew	-	-	-	-
<b>PC17.</b> Ensure there are adequate napkins/tissues on the table	-	-	-	-
<b>PC18.</b> Follow serving guidelines such as serving on the right-hand side of the guest	-	-	-	-
<b>PC19.</b> Handle cups/glasses, bottles as per procedure to avoid contamination	-	-	-	-
<b>PC20.</b> Serve the beverages with ice cubes or according to guest's preference	-	-	-	-
<b>PC21.</b> Ensure all ordered dish/ complimentary snacks are served along with the beverages	-	-	-	-
<b>PC22.</b> Avoid interrupting guests while serving beverages	-	-	-	-
<i>Handle guest's queries/issues</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC23.</b> . Inform the cafe manager about any issues like brawls, rowdy behaviour, of the guest etc. and resolve them	-	-	-	-
<b>PC24.</b> Notify customers on any egg ingredient used in the coffee	-	-	-	-
<b>PC25.</b> Notify customers on hotness of the beverage if takeaway	-	-	-	-
<b>PC26.</b> Respond to all guest queries	-	-	-	-
<i>Prepare the bill as per order</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC27.</b> Prepare the bill as per SOP	-	-	-	-
<b>PC28.</b> Verify the bill detail with the order before presenting it to guests	-	-	-	-
<b>PC29.</b> Collect cash and return balance along with the invoice	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC30.</b> Process payment by card, get signature, and return the card after swipe transaction	-	-	-	-
<b>PC31.</b> Bill to room, in case of guests staying in hotel	-	-	-	-
<i>Perform end of day activity</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC32.</b> Ensure the coffee bar is cleaned before closure	-	-	-	-
<b>PC33.</b> Clean up and organize the refrigerator and syrup shelves/cabinets	-	-	-	-
<b>PC34.</b> Make sure equipment and machines are stripped down, cleaned and sanitized	-	-	-	-
<b>PC35.</b> Ensure products are dated and are properly stored for the next day's use	-	-	-	-
<b>PC36.</b> Put away the products with rotation in mind	-	-	-	-
<b>PC37.</b> Wash and store the glassware/crockery and other serve ware safely	-	-	-	-
<b>PC38.</b> Empty the grinder hopper and store the coffee properly	-	-	-	-
<b>PC39.</b> Lock and close coffee bar cabinet, refrigerator, etc	-	-	-	-
<b>PC40.</b> Turn off electric signages, lights, ACs, etc.	-	-	-	-
<b>PC41.</b> Take note of the closing inventory	-	-	-	-
<b>PC42.</b> Follow cafe closing timings as per regulations	-	-	-	-
<b>NOS Total</b>	<b>100</b>	<b>100</b>	-	<b>50</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0331
<b>NOS Name</b>	Prepare, Serve Beverages and Settle the Bill
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	7
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	29/09/2025
<b>NSQC Clearance Date</b>	29/09/2022

## 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

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**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>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> clarify guest's requirements by asking appropriate questions	-	-	-	-
<b>PC4.</b> address guest's dissatisfactions and complaints effectively	-	-	-	-
<b>PC5.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC6.</b> inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
<b>PC7.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC8.</b> escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
<b>PC9.</b> pass on essential information to the colleagues timely	-	-	-	-
<b>PC10.</b> report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC11.</b> report to work on time	-	-	-	-
<b>PC12.</b> follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
<b>PC13.</b> 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>	<b>10</b>	<b>10</b>	-	<b>5</b>
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per 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	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9901
<b>NOS Name</b>	Communicate effectively and maintain service standards
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9903
<b>NOS Name</b>	Maintain organisational confidentiality and respect guests' privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQC Clearance Date</b>	31/12/2021

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



### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9906
<b>NOS Name</b>	Follow Health, Hygiene and Safety practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

## 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>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## 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

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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/N0329.Prepare for cafe operations	18	30	-	15	63	20
THC/N0330.Engage with guests and take orders	50	55	-	25	130	20
THC/N0331.Prepare, Serve Beverages and Settle the Bill	100	100	-	50	250	20
THC/N9901.Communicate effectively and maintain service standards	40	40	0	20	100	15
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	0	5	25	10
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	0	15	75	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>263</b>	<b>300</b>	<b>0</b>	<b>130</b>	<b>693</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.