



Eatery Owner

QP Code: THC/Q3004

Version: 2.0

NSQF Level: 5

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THC/Q3004: Eatery Owner

Brief Job Description

The individual at work operates roadside eatery by creating the necessary infrastructure and arranging resources, managing inventory, finances, staff and its operations.

Personal Attributes

The job requires the individual to be service oriented, well groomed, and customer centric with good communication and team management skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N3018: Prepare for setting up the eatery](#)
2. [THC/N3014: Manage inventory, finance, staff and operations of the eatery](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Roadside Eateries
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.0600

Minimum Educational Qualification & Experience	10th Class/I.T.I (two years after class 8th) with 3 Years of experience as a Street Food Vendor OR 10th Class/I.T.I (one year after class 8th one year of experience) with 3 Years of experience as a Street Food Vendor OR Certificate (Level-4 Street Food Vendor-Stand Alone) with 1 Year of experience as a Street Food Vendor
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	21 Years
Last Reviewed On	31/08/2021
Next Review Date	28/02/2022
Deactivation Date	28/02/2022
NSQC Approval Date	31/08/2021
Version	2.0
Reference code on NQR	2021/TH/THSSC/04478
NQR Version	1

THC/N3018: Prepare for setting up the eatery

Description

This OS unit is about conducting research, arranging resources, and preparing strategies to operate an eatery.

Scope

The scope covers the following :

- Conduct research to set up the eatery
- Develop business strategies
- Arrange appropriate resources

Elements and Performance Criteria

Conduct research to set up the eatery

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

- PC1.** conduct product and market research to decide the product offerings
- PC2.** identify the target clientele and their demographic details
- PC3.** survey the locations where the eatery can be set up
- PC4.** identify the licenses and certificates required for roadside eatery business
- PC5.** examine and evaluate the existing competition
- PC6.** choose the location based on the product and the expected income
- PC7.** evaluate the costs involved in setting up the roadside eatery

Develop business strategies

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

- PC8.** prepare protocols and standard operating procedures for each activity
- PC9.** establish standards for personnel performance and customer service
- PC10.** create promotional and discount schemes to enhance sales
- PC11.** prepare action plans for the day-to-day functioning of the eatery

Arrange appropriate resources

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

- PC12.** arrange the investment to fund the eatery
- PC13.** put up the necessary infrastructure like the on-premise arrangement, decorations, furniture, etc.
- PC14.** set up the utilities like electricity, water, gas connection, etc.
- PC15.** source the commercial equipment and appliances including cooking vessels, gas stoves, tableware, microwave oven, deep freezer, etc.
- PC16.** identify reliable suppliers and vendors for daily or periodic supplies
- PC17.** assess the human resource requirement and recruit the same
- PC18.** create the menu and price the menu items

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** food safety and hygiene standards as stipulated by FSSAI, HACCP, and ISO 22000
- KU2.** product and market research process
- KU3.** process of conducting competitor analysis
- KU4.** legal and regulatory requirements related to eateries
- KU5.** features of locations for profitable business
- KU6.** customer's profile analysis
- KU7.** infrastructure requirements for an eatery
- KU8.** procedure to avail necessary finances
- KU9.** cooking and serving tools and equipment required in a roadside eatery
- KU10.** utilities required for efficient operation of an eatery
- KU11.** tools and techniques for resource planning
- KU12.** types of menus e.g., fast food, snacks, North Indian, Chinese, etc.
- KU13.** menu planning and pricing techniques
- KU14.** vendor management process
- KU15.** process of creating effective SOPs
- KU16.** effective promotional strategies for business

Generic Skills (GS)

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

- GS1.** create data capturing formats
- GS2.** read and interpret financial information
- GS3.** communicate effectively and cordially with customers and team members
- GS4.** take decisions in a time-bound manner
- GS5.** break complex problems into a manageable piece

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct research to set up the eatery</i>	10	10	-	5
PC1. conduct product and market research to decide the product offerings	-	-	-	-
PC2. identify the target clientele and their demographic details	-	-	-	-
PC3. survey the locations where the eatery can be set up	-	-	-	-
PC4. identify the licenses and certificates required for roadside eatery business	-	-	-	-
PC5. examine and evaluate the existing competition	-	-	-	-
PC6. choose the location based on the product and the expected income	-	-	-	-
PC7. evaluate the costs involved in setting up the roadside eatery	-	-	-	-
<i>Develop business strategies</i>	10	10	-	5
PC8. prepare protocols and standard operating procedures for each activity	-	-	-	-
PC9. establish standards for personnel performance and customer service	-	-	-	-
PC10. create promotional and discount schemes to enhance sales	-	-	-	-
PC11. prepare action plans for the day-to-day functioning of the eatery	-	-	-	-
<i>Arrange appropriate resources</i>	20	20	-	10
PC12. arrange the investment to fund the eatery	-	-	-	-
PC13. put up the necessary infrastructure like the on-premise arrangement, decorations, furniture, etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. set up the utilities like electricity, water, gas connection, etc.	-	-	-	-
PC15. source the commercial equipment and appliances including cooking vessels, gas stoves, tableware, microwave oven, deep freezer, etc.	-	-	-	-
PC16. identify reliable suppliers and vendors for daily or periodic supplies	-	-	-	-
PC17. assess the human resource requirement and recruit the same	-	-	-	-
PC18. create the menu and price the menu items	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N3018
NOS Name	Prepare for setting up the eatery
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Roadside Eateries
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	28/02/2022
NSQC Clearance Date	31/08/2021

THC/N3014: Manage inventory, finance, staff and operations of the eatery

Description

This OS unit is about managing the inventory, finances and staff and day to day operations of the eatery for smooth workflow.

Scope

The scope covers the following :

- Manage the inventory
- Manage the finances
- Manage the staff
- Manage the operations

Elements and Performance Criteria

Manage the inventory

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

- PC1.** set up systems to track and record the inventory
- PC2.** develop specifications and procedures for ordering, purchasing, and receiving the deliveries
- PC3.** inspect the deliveries for quality and quantity
- PC4.** document the invoices of the receivable deliveries
- PC5.** ensure optimal inventory of all necessary resources for uninterrupted operations
- PC6.** make sure all the supplies and deliveries are properly stored
- PC7.** ascertain the stock is rotated as per standards
- PC8.** maintain records of consumption of supplies and materials
- PC9.** order the supplies and materials as required

Manage the finances

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

- PC10.** generate bills for the customer orders and process payment
- PC11.** maintain records for daily orders executed and revenue collected
- PC12.** make timely payments to the suppliers and vendors
- PC13.** maintain accounts for daily expenses
- PC14.** control costs by reviewing quantities of preparation, portion control, and minimizing waste

Manage the staff

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

- PC15.** monitor the performance of staff
- PC16.** plan and assign daily workloads to the staff
- PC17.** maintain employee records like employee details, payrolls, leave status, etc.
- PC18.** provide feedback to the staff members
- PC19.** handle conflict among the staff, if any

Manage the operations

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

- PC20.** ensure dining area, kitchen and the counter are clean and sanitized
- PC21.** make sure all the equipment and appliances are in proper working condition
- PC22.** arrange for equipment maintenance and repairs
- PC23.** coordinate services like waste management, pest control, etc.
- PC24.** ascertain consistent high quality of food preparation and service
- PC25.** ensure proper food presentation and proper food handling procedure
- PC26.** seek feedback from the customers on food quality and service
- PC27.** ensure positive customers service and handle customer complaints

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** inventory management procedures
- KU2.** process of creating effective procedures
- KU3.** stock rotation techniques
- KU4.** human resource management
- KU5.** basic principles of financial management
- KU6.** procedure to prepare workloads
- KU7.** cash management procedures
- KU8.** effective ways of the team handling
- KU9.** methods for managing conflict
- KU10.** best practices in the eatery business
- KU11.** types of maintenance strategies
- KU12.** procedure to inspect eatery and equipment
- KU13.** inventory management procedures
- KU14.** techniques for maintaining stock levels
- KU15.** procedure to inspect food and beverage items
- KU16.** sales forecasting techniques
- KU17.** effective ways to resolve customer complaints
- KU18.** methods to take customer feedback

Generic Skills (GS)

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

- GS1.** read and interpret financial information
- GS2.** communicate effectively and cordially with customers, staff, suppliers and vendors
- GS3.** take decisions in a time-bound manner
- GS4.** handle problems arising among internal staff and with customers

GS5. break complex problems into a manageable piece

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the inventory</i>	10	10	-	5
PC1. set up systems to track and record the inventory	-	-	-	-
PC2. develop specifications and procedures for ordering, purchasing, and receiving the deliveries	-	-	-	-
PC3. inspect the deliveries for quality and quantity	-	-	-	-
PC4. document the invoices of the receivable deliveries	-	-	-	-
PC5. ensure optimal inventory of all necessary resources for uninterrupted operations	-	-	-	-
PC6. make sure all the supplies and deliveries are properly stored	-	-	-	-
PC7. ascertain the stock is rotated as per standards	-	-	-	-
PC8. maintain records of consumption of supplies and materials	-	-	-	-
PC9. order the supplies and materials as required	-	-	-	-
<i>Manage the finances</i>	10	10	-	5
PC10. generate bills for the customer orders and process payment	-	-	-	-
PC11. maintain records for daily orders executed and revenue collected	-	-	-	-
PC12. make timely payments to the suppliers and vendors	-	-	-	-
PC13. maintain accounts for daily expenses	-	-	-	-
PC14. control costs by reviewing quantities of preparation, portion control, and minimizing waste	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the staff</i>	10	10	-	5
PC15. monitor the performance of staff	-	-	-	-
PC16. plan and assign daily workloads to the staff	-	-	-	-
PC17. maintain employee records like employee details, payrolls, leave status, etc.	-	-	-	-
PC18. provide feedback to the staff members	-	-	-	-
PC19. handle conflict among the staff, if any	-	-	-	-
<i>Manage the operations</i>	10	10	-	5
PC20. ensure dining area, kitchen and the counter are clean and sanitized	-	-	-	-
PC21. make sure all the equipment and appliances are in proper working condition	-	-	-	-
PC22. arrange for equipment maintenance and repairs	-	-	-	-
PC23. coordinate services like waste management, pest control, etc.	-	-	-	-
PC24. ascertain consistent high quality of food preparation and service	-	-	-	-
PC25. ensure proper food presentation and proper food handling procedure	-	-	-	-
PC26. seek feedback from the customers on food quality and service	-	-	-	-
PC27. ensure positive customers service and handle customer complaints	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N3014
NOS Name	Manage inventory, finance, staff and operations of the eatery
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Roadside Eateries
NSQF Level	5
Credits	TBD
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	28/02/2022
NSQC Clearance Date	31/08/2021

THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

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.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

Maintain professional etiquette

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

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

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

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

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 reporting and hierarchy 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.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

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

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</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. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

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

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	3
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

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

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

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

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

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

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** 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.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

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

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
PC12. make sure first aid procedures are followed appropriately	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	30	35	-	15

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	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.

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/N3018.Prepare for setting up the eatery	40	40	-	20	100	25
THC/N3014.Manage inventory, finance, staff and operations of the eatery	40	40	-	20	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	25
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	15
Total	160	160	-	80	400	100

Acronyms

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

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.
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.