

## Qualification Pack



# Executive Chef

QP Code: THC/Q0402

Version: 2.0

NSQF Level: 7

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## Qualification Pack

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## THC/Q0402: Executive Chef

### Brief Job Description

The individual at work is responsible for planning and implementing policies and budget for the food and beverage department, monitoring daily operation and managing the food & beverage staff.

### Personal Attributes

The job requires the individual to have great interpersonal, team management, organizational and communication skills along with a customer centric approach and an eye for detail.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [THC/N0421: Prepare menu and budget](#)
2. [THC/N0422: Develop new recipes, preparation and presentation methods](#)
3. [THC/N0430: Lead and manage the team](#)
4. [THC/N0429: Manage kitchen operation](#)
5. [THC/N9911: Promote hospitable and courteous behavior](#)
6. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
7. [THC/N9912: Create and maintain a safe and healthy workplace](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food Production & Kitchen
<b>Country</b>	India
<b>NSQF Level</b>	7
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/11

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	Graduate with 8 Years of experience in relevant trade OR Diploma (3 Years (After class 12th)) with 10 Years of experience in relevant trade OR Certificate-NSQF (level - 6 Sous Chef) with 4 Years of experience as a Sous Chef
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	Not applicable
<b>Minimum Job Entry Age</b>	32 Years
<b>Last Reviewed On</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>Deactivation Date</b>	24/02/2025
<b>NSQC Approval Date</b>	24/02/2022
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2022/TH/THSC/05466
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N0421: Prepare menu and budget

#### Description

This OS unit is about planning, developing and costing a menu as well as planning and preparing budget for kitchen department.

#### Scope

The scope covers the following :

- Design and cost menus
- Prepare and monitor budget

#### Elements and Performance Criteria

##### *Design and cost menus*

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

- PC1.** identify current customer market based on past and current sales performance
- PC2.** source information on current and emerging food service trends and customer preferences
- PC3.** analyze current customer profile and food service preferences
- PC4.** evaluate market trends for relevance to organisational service style and cuisine
- PC5.** identify target markets based on the nature and style of the operation
- PC6.** evaluate food service preferences of target markets to create menus to meet market needs and preferences
- PC7.** devise menu taking into account existing supplies and use of ingredients in multiple dishes and to provide balanced variety of dishes for the style of cuisine
- PC8.** plan and design menus and the sequence of menu items, according to cuisine requirements and conventions
- PC9.** write menus using name convention and terminology appropriate for the market and organisational service style
- PC10.** itemize proposed components of the dishes included in the menu
- PC11.** calculate portion yields and costs from raw ingredients
- PC12.** calculate all expenditure items to determine net production costs of menu items accurately
- PC13.** determine required profit margin and calculate selling price
- PC14.** assess cost-effectiveness and profitability of proposed dishes and choose menu items that provide high yield
- PC15.** make reasonable cost adjustments to ensure price-competitive menus
- PC16.** use innovative descriptions that promote the sale of menu items
- PC17.** monitor demand patterns for menu items
- PC18.** analyze sales and profit performance of menu items
- PC19.** adjust menus based on feedback and profitability

##### *Prepare and monitor budget*

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

- PC20.** determine and confirm scope and nature of required budget with the senior management
- PC21.** analyze internal and external factors for potential impact on budget
- PC22.** draft budget based on analysis of all available information
- PC23.** estimate income and expenditure and support with valid, reliable and relevant information
- PC24.** inform colleagues of final budget decisions and application within relevant work area, including reporting and financial management responsibilities
- PC25.** review budget regularly to assess actual performance against estimated performance and prepare accurate financial reports
- PC26.** incorporate all financial commitments into budget and budget reports
- PC27.** investigate and take appropriate action on significant deviations
- PC28.** collect and record relevant information to assist in future budget preparation

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** market research techniques for sourcing information on food service trends and market preferences
- KU2.** competitor analysis techniques
- KU3.** methods and formulas for calculating portion yields and costs from raw ingredients
- KU4.** profit margins and mark-up procedures
- KU5.** different types and styles of menus, food outlets and food service
- KU6.** influence of seasonal products and commodities on menu content
- KU7.** naming conventions and culinary terms for a variety of cuisines
- KU8.** formats for and inclusions of menus presented to customers
- KU9.** methods of assessing the popularity of menu items like customer survey, popularity index, sales data, etc.
- KU10.** methods of analysing sales mix and profit performance of menu items like menu engineering analysis
- KU11.** types of budgets like cash budget, departmental budget, event budget, sales budget, purchasing budget etc.
- KU12.** budget terminology
- KU13.** impact of internal and external factors on budget development
- KU14.** budget preparation and monitoring practices and techniques
- KU15.** common reasons for deviations and budget deviation management

## Generic Skills (GS)

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

- GS1.** read and interpret organizational documents, market trends, budget report, etc.
- GS2.** write policies and standard procedures



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**GS3.** communicate effectively with team mates and seniors

**GS4.** take decisions in a time bound manner

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Design and cost menus</i>	<b>25</b>	<b>25</b>	-	<b>10</b>
<b>PC1.</b> identify current customer market based on past and current sales performance	-	-	-	-
<b>PC2.</b> source information on current and emerging food service trends and customer preferences	-	-	-	-
<b>PC3.</b> analyze current customer profile and food service preferences	-	-	-	-
<b>PC4.</b> evaluate market trends for relevance to organisational service style and cuisine	-	-	-	-
<b>PC5.</b> identify target markets based on the nature and style of the operation	-	-	-	-
<b>PC6.</b> evaluate food service preferences of target markets to create menus to meet market needs and preferences	-	-	-	-
<b>PC7.</b> devise menu taking into account existing supplies and use of ingredients in multiple dishes and to provide balanced variety of dishes for the style of cuisine	-	-	-	-
<b>PC8.</b> plan and design menus and the sequence of menu items, according to cuisine requirements and conventions	-	-	-	-
<b>PC9.</b> write menus using name convention and terminology appropriate for the market and organisational service style	-	-	-	-
<b>PC10.</b> itemize proposed components of the dishes included in the menu	-	-	-	-
<b>PC11.</b> calculate portion yields and costs from raw ingredients	-	-	-	-
<b>PC12.</b> calculate all expenditure items to determine net production costs of menu items accurately	-	-	-	-
<b>PC13.</b> determine required profit margin and calculate selling price	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> assess cost-effectiveness and profitability of proposed dishes and choose menu items that provide high yield	-	-	-	-
<b>PC15.</b> make reasonable cost adjustments to ensure price-competitive menus	-	-	-	-
<b>PC16.</b> use innovative descriptions that promote the sale of menu items	-	-	-	-
<b>PC17.</b> monitor demand patterns for menu items	-	-	-	-
<b>PC18.</b> analyze sales and profit performance of menu items	-	-	-	-
<b>PC19.</b> adjust menus based on feedback and profitability	-	-	-	-
<i>Prepare and monitor budget</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC20.</b> determine and confirm scope and nature of required budget with the senior management	-	-	-	-
<b>PC21.</b> analyze internal and external factors for potential impact on budget	-	-	-	-
<b>PC22.</b> draft budget based on analysis of all available information	-	-	-	-
<b>PC23.</b> estimate income and expenditure and support with valid, reliable and relevant information	-	-	-	-
<b>PC24.</b> inform colleagues of final budget decisions and application within relevant work area, including reporting and financial management responsibilities	-	-	-	-
<b>PC25.</b> review budget regularly to assess actual performance against estimated performance and prepare accurate financial reports	-	-	-	-
<b>PC26.</b> incorporate all financial commitments into budget and budget reports	-	-	-	-
<b>PC27.</b> investigate and take appropriate action on significant deviations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC28.</b> collect and record relevant information to assist in future budget preparation	-	-	-	-
<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/N0421
<b>NOS Name</b>	Prepare menu and budget
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food Production and Kitchen, Food Production and Kitchen
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N0422: Develop new recipes, preparation and presentation methods

#### Description

This OS unit is about developing and costing new dishes, implementing novel preparation methods and introducing latest and innovative presentation styles for various dishes.

#### Scope

The scope covers the following :

- Develop, cost and introduce dishes and recipes
- Investigate current industry and food preparation and presentation trends
- Apply new methods to food preparation and presentation

#### Elements and Performance Criteria

##### *Develop, cost and introduce dishes and recipes*

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

- PC1.** create innovative dishes taking into account the available resources, cost and financial considerations relevant to the organisation
- PC2.** follow and adapt recipes suitable to the organisation's style
- PC3.** establish ingredient ratios, cooking times and temperatures for producing the recipe in varying quantities and for full service
- PC4.** test dishes and recipes on appropriate people in the organisation
- PC5.** ensure that dishes and recipes developed show an understanding of food combinations, flavour and dietary requirements of the organisation's customer base, and relevant legislation
- PC6.** establish portion yield accurately
- PC7.** keep accurate records and costing sheets on information about recipes and dishes developed
- PC8.** cost the ingredients required accurately
- PC9.** price new dishes according to the quantity produced

##### *Investigate current industry and food preparation and presentation trends*

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

- PC10.** research a range of specialist hospitality and catering publications, equipment publications, websites, and publications on latest techniques and practices
- PC11.** monitor customer feedback and preferences
- PC12.** consult proactively with colleagues about ways to improve efficiency and service levels, including potential for new technologies and other innovations
- PC13.** keep abreast of changes in wider social trends, the economic climate, environmental issues, health issues, political and technological developments
- PC14.** keep up to date with different research and design innovations for ingredient developments and their impact on improved or faster food preparation

##### *Apply new methods to food preparation and presentation*

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

- PC15.** introduce new equipment and processes and train staff to use them
- PC16.** ensure staff are up to date on current principles of diet, nutrition and the control of allergens
- PC17.** introduce new kitchen protocols as appropriate
- PC18.** apply new techniques in the context of sustainability, carbon foot print and resources considerations
- PC19.** implement appropriate waste management strategies
- PC20.** apply different food preparation and presentation methods within budgetary constraints, resources, time, and the organisation's objectives
- PC21.** make sure the staff is trained on the development of cooking and presentation methods using modern techniques and basic foods to improve their skills

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies regarding costs and style of new dishes and recipes
- KU2.** organisation's preferences with regards to introducing new menu items
- KU3.** method to review the suitability of new recipes
- KU4.** ways to monitor the progress of dish and recipe development
- KU5.** sources of information about new recipes, ingredients and dietary requirements
- KU6.** procedure to get feedback on proposed new dishes and recipes
- KU7.** procedure to accurately record new dishes and recipe information
- KU8.** techniques to analyze the nutritional content of recipes and dishes
- KU9.** method to calculate portion yield
- KU10.** implication of new dishes and recipes on existing resources
- KU11.** ways to identify new resource requirements
- KU12.** impact of quantity on pricing of dishes
- KU13.** gastronomic principles
- KU14.** logistical implications of applying new methods in the food preparation and presentation areas
- KU15.** significance of staff training for the implementation of new developments
- KU16.** impact of new innovations and techniques on regular day to day business activities
- KU17.** evolution and development of cooking methods
- KU18.** different waste management and recycling practices

## Generic Skills (GS)

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

- GS1.** read and interpret organizational documents
- GS2.** communicate effectively with team mates and seniors



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**GS3.** take decisions in a time bound manner

**GS4.** resolve problems

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Develop, cost and introduce dishes and recipes</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC1.</b> create innovative dishes taking into account the available resources, cost and financial considerations relevant to the organisation	-	-	-	-
<b>PC2.</b> follow and adapt recipes suitable to the organisation's style	-	-	-	-
<b>PC3.</b> establish ingredient ratios, cooking times and temperatures for producing the recipe in varying quantities and for full service	-	-	-	-
<b>PC4.</b> test dishes and recipes on appropriate people in the organisation	-	-	-	-
<b>PC5.</b> ensure that dishes and recipes developed show an understanding of food combinations, flavour and dietary requirements of the organisation's customer base, and relevant legislation	-	-	-	-
<b>PC6.</b> establish portion yield accurately	-	-	-	-
<b>PC7.</b> keep accurate records and costing sheets on information about recipes and dishes developed	-	-	-	-
<b>PC8.</b> cost the ingredients required accurately	-	-	-	-
<b>PC9.</b> price new dishes according to the quantity produced	-	-	-	-
<i>Investigate current industry and food preparation and presentation trends</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC10.</b> research a range of specialist hospitality and catering publications, equipment publications, websites, and publications on latest techniques and practices	-	-	-	-
<b>PC11.</b> monitor customer feedback and preferences	-	-	-	-
<b>PC12.</b> consult proactively with colleagues about ways to improve efficiency and service levels, including potential for new technologies and other innovations	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> keep abreast of changes in wider social trends, the economic climate, environmental issues, health issues, political and technological developments	-	-	-	-
<b>PC14.</b> keep up to date with different research and design innovations for ingredient developments and their impact on improved or faster food preparation	-	-	-	-
<i>Apply new methods to food preparation and presentation</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC15.</b> introduce new equipment and processes and train staff to use them	-	-	-	-
<b>PC16.</b> ensure staff are up to date on current principles of diet, nutrition and the control of allergens	-	-	-	-
<b>PC17.</b> introduce new kitchen protocols as appropriate	-	-	-	-
<b>PC18.</b> apply new techniques in the context of sustainability, carbon foot print and resources considerations	-	-	-	-
<b>PC19.</b> implement appropriate waste management strategies	-	-	-	-
<b>PC20.</b> apply different food preparation and presentation methods within budgetary constraints, resources, time, and the organisation's objectives	-	-	-	-
<b>PC21.</b> make sure the staff is trained on the development of cooking and presentation methods using modern techniques and basic foods to improve their skills	-	-	-	-
<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/N0422
<b>NOS Name</b>	Develop new recipes, preparation and presentation methods
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food Production and Kitchen, Food Production and Kitchen
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N0430: Lead and manage the team

#### Description

This OS unit is about managing the kitchen staff, developing team commitment and cooperation and managing team performance.

#### Scope

The scope covers the following :

- Manage kitchen staffing
- Develop team commitment and cooperation
- Manage team performance

#### Elements and Performance Criteria

##### *Manage kitchen staffing*

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

- PC1.** ensure that the appropriate team structure is in place to guarantee the smooth running of operations in the different food preparation and production sections
- PC2.** review staffing levels to ensure that guest service, operational needs and financial objectives are met
- PC3.** provide timely input to appropriate management regarding kitchen staffing needs
- PC4.** approve job descriptions written by the Sous Chef
- PC5.** assist HR in hiring the kitchen staff
- PC6.** organize orientation and training for kitchen staff to train new comers and enhance the skills and techniques of the existing employees
- PC7.** provides guidance and direction to subordinates, including setting performance standards and monitoring performance

##### *Develop team commitment and cooperation*

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

- PC8.** develop and clearly communicate short, medium and long-term departmental plans and objectives consistent with organisational goals in consultation with the team
- PC9.** communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work
- PC10.** encourage teams and individuals to develop innovative approaches to work
- PC11.** model and encourage open and supportive communication within the team
- PC12.** seek feedback from team members and implement changes within the bounds of organisational goals and policies

##### *Manage team performance*

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

- PC13.** delegate tasks and responsibilities
- PC14.** identify barriers to delegation, and implement processes to overcome them

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- PC15.** evaluate team member skills and provide opportunities for individual development
- PC16.** trains, develop and motivate supervisors and culinary staff to meet and exceed established food preparation standards on a consistent basis
- PC17.** monitor team performance to ensure progress towards achievement of goals
- PC18.** provide mentoring and coaching to support team members
- PC19.** provide recognition and rewards for team achievements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** team management process
- KU2.** features of different leadership styles
- KU3.** considerations in the individual development of staff
- KU4.** characteristics of effective leadership
- KU5.** role and theories of motivation
- KU6.** role of group dynamics in successful team management
- KU7.** types of recognition and reward applicable to leading staff
- KU8.** work organisation and planning methods appropriate to the industry sector
- KU9.** leadership and management roles and responsibilities
- KU10.** procedures and systems to support work operations
- KU11.** principles of effective delegation and delegation techniques
- KU12.** problem-solving and decision-making processes and techniques

## Generic Skills (GS)

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

- GS1.** read and interpret organizational policies on human resources management
- GS2.** communicate effectively with subordinate and staff
- GS3.** analyze resource requirement

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage kitchen staffing</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> ensure that the appropriate team structure is in place to guarantee the smooth running of operations in the different food preparation and production sections	-	-	-	-
<b>PC2.</b> review staffing levels to ensure that guest service, operational needs and financial objectives are met	-	-	-	-
<b>PC3.</b> provide timely input to appropriate management regarding kitchen staffing needs	-	-	-	-
<b>PC4.</b> approve job descriptions written by the Sous Chef	-	-	-	-
<b>PC5.</b> assist HR in hiring the kitchen staff	-	-	-	-
<b>PC6.</b> organize orientation and training for kitchen staff to train new comers and enhance the skills and techniques of the existing employees	-	-	-	-
<b>PC7.</b> provides guidance and direction to subordinates, including setting performance standards and monitoring performance	-	-	-	-
<i>Develop team commitment and cooperation</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC8.</b> develop and clearly communicate short, medium and long-term departmental plans and objectives consistent with organisational goals in consultation with the team	-	-	-	-
<b>PC9.</b> communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work	-	-	-	-
<b>PC10.</b> encourage teams and individuals to develop innovative approaches to work	-	-	-	-
<b>PC11.</b> model and encourage open and supportive communication within the team	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> seek feedback from team members and implement changes within the bounds of organisational goals and policies	-	-	-	-
<i>Manage team performance</i>	<b>5</b>	<b>5</b>	-	-
<b>PC13.</b> delegate tasks and responsibilities	-	-	-	-
<b>PC14.</b> identify barriers to delegation, and implement processes to overcome them	-	-	-	-
<b>PC15.</b> evaluate team member skills and provide opportunities for individual development	-	-	-	-
<b>PC16.</b> trains, develop and motivate supervisors and culinary staff to meet and exceed established food preparation standards on a consistent basis	-	-	-	-
<b>PC17.</b> monitor team performance to ensure progress towards achievement of goals	-	-	-	-
<b>PC18.</b> provide mentoring and coaching to support team members	-	-	-	-
<b>PC19.</b> provide recognition and rewards for team achievements	-	-	-	-
<b>NOS Total</b>	<b>25</b>	<b>25</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0430
<b>NOS Name</b>	Lead and manage the team
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food Production and Kitchen
<b>NSQF Level</b>	8
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N0429: Manage kitchen operation

#### Description

This OS unit is about managing the inventory and purchase of kitchen supplies, food preparation and production operations and effective functioning of the kitchen department.

#### Scope

The scope covers the following :

- Manage inventory and purchase
- Manage food preparation and production operations
- Manage effective functioning of the department

#### Elements and Performance Criteria

##### *Manage inventory and purchase*

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

- PC1.** identify the right estimates of the volume of production prior to indenting
- PC2.** determine actual amount of the ingredients to be purchased
- PC3.** ensure proper receiving, storage, and rotation of products to comply with organizational and other food regulatory standards
- PC4.** minimize wastage of food through proper and well-organized storage methods, use of proven recipes, and creative use of leftover food
- PC5.** ensure that procedures are in place to check that availability of required stocks at all times

##### *Manage food preparation and production operations*

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

- PC6.** allocate appropriate people and resources to the required tasks according to the style of service and the menu
- PC7.** implement processes to ensure that working arrangements are managed fairly and consistently
- PC8.** inspect and update food production arrangements regularly
- PC9.** prepare contingency plans to deal with problems as they arise
- PC10.** review procedures continually in the light of experience and problems arising during service
- PC11.** plan food preparation and production to ensure it is carried out sustainably
- PC12.** make sure that work plan objectives and food preparation and production procedures, make the best use of resources
- PC13.** monitor production yield, portion control and costs to ensure budgetary targets are achieved
- PC14.** ensure compliance with relevant legislation and organisational policy when preparing and producing food
- PC15.** monitor the presentation of food to ensure that it is within organisational standards
- PC16.** evaluate and provide feedback to teams and individuals regarding the details of food preparation and production

## Qualification Pack

### *Manage effective functioning of the department*

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

- PC17.** keep a regular check on day-to-day functioning of the kitchen subsection to ensure smooth running of business
- PC18.** monitor efficiency and service levels through close contact with day-to-day operations
- PC19.** make sure kitchen operations support overall organisational goals and quality assurance initiatives
- PC20.** ensure cleanliness of the kitchen and healthy and secure environment of the kitchen
- PC21.** ascertain compliance of kitchen procedures with food handlings and sanitation standards
- PC22.** ensure all products are prepared in a consistent manner and meet departmental appearance/quality standards
- PC23.** identify quality problems and issues and make appropriate adjustments to procedures and systems, with relevant approvals
- PC24.** assess and respond to opportunities to improve sustainability of day-to-day operations
- PC25.** identify and analyze workplace problems from an operational and customer service perspective
- PC26.** initiate short-term actions to resolve immediate problems where appropriate
- PC27.** analyze problems for long-term impact, and assess and action potential solutions in consultation with relevant colleagues
- PC28.** take follow-up action to monitor effectiveness of solutions
- PC29.** enforce all applicable safety procedures specified for kitchen and food servers
- PC30.** ensure disciplinary procedures and documentation are completed according to hotel operational Standard and Management Policy
- PC31.** review finished products frequently for quality and presentation before the orders are send to guest

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** inventory management procedures
- KU2.** stock rotation methods
- KU3.** ways to minimize waste in the kitchen
- KU4.** staff skills, strengths and development needs and how to utilize them effectively
- KU5.** techniques to assess resource requirements and costs
- KU6.** different needs of staff when making plans or allocating responsibilities
- KU7.** different methods of work scheduling
- KU8.** importance of contingency plans
- KU9.** procedure to implement training and induction programmers
- KU10.** impact of food production on other departments in the organisation and services to the customer
- KU11.** current legislation impacting on food production operations
- KU12.** methods to deal with short-staffing

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** read and interpret complex documents about food service trends, customer profiles and preferences, and market preferences
- GS2.** write comprehensive and creatively expressed menus and product descriptions to explain menu dishes and promote sales
- GS3.** communicate effectively team, colleague and others

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage inventory and purchase</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> identify the right estimates of the volume of production prior to indenting	-	-	-	-
<b>PC2.</b> determine actual amount of the ingredients to be purchased	-	-	-	-
<b>PC3.</b> ensure proper receiving, storage, and rotation of products to comply with organizational and other food regulatory standards	-	-	-	-
<b>PC4.</b> minimize wastage of food through proper and well-organized storage methods, use of proven recipes, and creative use of leftover food	-	-	-	-
<b>PC5.</b> ensure that procedures are in place to check that availability of required stocks at all times	-	-	-	-
<i>Manage food preparation and production operations</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC6.</b> allocate appropriate people and resources to the required tasks according to the style of service and the menu	-	-	-	-
<b>PC7.</b> implement processes to ensure that working arrangements are managed fairly and consistently	-	-	-	-
<b>PC8.</b> inspect and update food production arrangements regularly	-	-	-	-
<b>PC9.</b> prepare contingency plans to deal with problems as they arise	-	-	-	-
<b>PC10.</b> review procedures continually in the light of experience and problems arising during service	-	-	-	-
<b>PC11.</b> plan food preparation and production to ensure it is carried out sustainably	-	-	-	-
<b>PC12.</b> make sure that work plan objectives and food preparation and production procedures, make the best use of resources	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> monitor production yield, portion control and costs to ensure budgetary targets are achieved	-	-	-	-
<b>PC14.</b> ensure compliance with relevant legislation and organisational policy when preparing and producing food	-	-	-	-
<b>PC15.</b> monitor the presentation of food to ensure that it is within organisational standards	-	-	-	-
<b>PC16.</b> evaluate and provide feedback to teams and individuals regarding the details of food preparation and production	-	-	-	-
<i>Manage effective functioning of the department</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC17.</b> keep a regular check on day-to-day functioning of the kitchen subsection to ensure smooth running of business	-	-	-	-
<b>PC18.</b> monitor efficiency and service levels through close contact with day-to-day operations	-	-	-	-
<b>PC19.</b> make sure kitchen operations support overall organisational goals and quality assurance initiatives	-	-	-	-
<b>PC20.</b> ensure cleanliness of the kitchen and healthy and secure environment of the kitchen	-	-	-	-
<b>PC21.</b> ascertain compliance of kitchen procedures with food handlings and sanitation standards	-	-	-	-
<b>PC22.</b> ensure all products are prepared in a consistent manner and meet departmental appearance/quality standards	-	-	-	-
<b>PC23.</b> identify quality problems and issues and make appropriate adjustments to procedures and systems, with relevant approvals	-	-	-	-
<b>PC24.</b> assess and respond to opportunities to improve sustainability of day-to-day operations	-	-	-	-
<b>PC25.</b> identify and analyze workplace problems from an operational and customer service perspective	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC26.</b> initiate short-term actions to resolve immediate problems where appropriate	-	-	-	-
<b>PC27.</b> analyze problems for long-term impact, and assess and action potential solutions in consultation with relevant colleagues	-	-	-	-
<b>PC28.</b> take follow-up action to monitor effectiveness of solutions	-	-	-	-
<b>PC29.</b> enforce all applicable safety procedures specified for kitchen and food servers	-	-	-	-
<b>PC30.</b> ensure disciplinary procedures and documentation are completed according to hotel operational Standard and Management Policy	-	-	-	-
<b>PC31.</b> review finished products frequently for quality and presentation before the orders are send to guest	-	-	-	-
<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/N0429
<b>NOS Name</b>	Manage kitchen operation
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food Production and Kitchen
<b>NSQF Level</b>	8
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N9911: Promote hospitable and courteous behavior

#### Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, engaging with guests, and achieving customer satisfaction.

#### Scope

The scope covers the following :

- Promote effective communication among colleagues and between colleagues & guests
- Ensure gender & age-specific services as per the requirements of guests
- Ensure sensitivity towards Persons with Disabilities

#### Elements and Performance Criteria

##### *Promote effective communication among colleagues and between colleagues & guests*

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

- PC1.** promote an environment of trust and respect amongst all colleagues
- PC2.** ensure essential information is passed on in a timely manner
- PC3.** ensure the team members maintain etiquette while interacting with each other
- PC4.** create a culture of cooperation, coordination, communication & collaboration with shared goals
- PC5.** promote communication with the guests in a polite and professional manner
- PC6.** ensure that the team understands guests' expectations
- PC7.** ensure that guest dissatisfactions and complaints are addressed effectively
- PC8.** ensure the team explains terms and conditions clearly, seek feedback from the guests, and develop good rapport with them without intruding in their privacy
- PC9.** inform the team about the profiles of expected guests and their needs as applicable
- PC10.** manage any negative feedback from the guests and escalate further if required

##### *Ensure gender & age specific services as per the requirements of guests*

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

- PC11.** ensure that the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child or elderly people
- PC12.** promote equal treatment to all genders across both the horizontal as well as vertical segregation of roles in the workplace
- PC13.** educate the guests and colleagues, at the workplace about their rights where required
- PC14.** create policies to prevent sexual harassment, both physical and verbal
- PC15.** frame inclusive work practices such as flexible working hours, maternity/paternity leaves, transportation facilities, night shift concessions, grievance cell

##### *Ensure sensitivity towards Persons with Disabilities*

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

- PC16.** ensure compliance on the company's policy towards Persons with Disabilities

## Qualification Pack

- PC17.** make sure the PWDs are trained and treated properly without bias
- PC18.** ensure that the workplace is properly designed to enable accessibility for the Persons with Disabilities
- PC19.** ensure that the contributions of Persons with Disabilities are acknowledged, recognized and rewarded

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's guest profile
- KU2.** organization's policies on behavioural etiquette and professionalism
- KU3.** organization's policies on gender sensitive service practices at workplace
- KU4.** gender specific requirements of different types of guests
- KU5.** specific requirements of different age-groups of guests
- KU6.** POSH (Prevention of Sexual Harassment) policy guidelines
- KU7.** key Helpline numbers in the area of operation of the business

### Generic Skills (GS)

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

- GS1.** interact with team members and superiors to work efficiently
- GS2.** communicate effectively with the guests
- GS3.** take quick decisions
- GS4.** coordinate with different departments to achieve smooth workflow
- GS5.** actively solve problems as and when required
- GS6.** identify and manage inter-personal conflicts
- GS7.** placate irate guests
- GS8.** build sensitivity towards diversity including gender, age, and disabilities

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication among colleagues and between colleagues &amp; guests</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> promote an environment of trust and respect amongst all colleagues	-	-	-	-
<b>PC2.</b> ensure essential information is passed on in a timely manner	-	-	-	-
<b>PC3.</b> ensure the team members maintain etiquette while interacting with each other	-	-	-	-
<b>PC4.</b> create a culture of cooperation, coordination, communication & collaboration with shared goals	-	-	-	-
<b>PC5.</b> promote communication with the guests in a polite and professional manner	-	-	-	-
<b>PC6.</b> ensure that the team understands guests' expectations	-	-	-	-
<b>PC7.</b> ensure that guest dissatisfactions and complaints are addressed effectively	-	-	-	-
<b>PC8.</b> ensure the team explains terms and conditions clearly, seek feedback from the guests, and develop good rapport with them without intruding in their privacy	-	-	-	-
<b>PC9.</b> inform the team about the profiles of expected guests and their needs as applicable	-	-	-	-
<b>PC10.</b> manage any negative feedback from the guests and escalate further if required	-	-	-	-
<i>Ensure gender &amp; age specific services as per the requirements of guests</i>	<b>5</b>	<b>5</b>	-	<b>5</b>
<b>PC11.</b> ensure that the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child or elderly people	-	-	-	-
<b>PC12.</b> promote equal treatment to all genders across both the horizontal as well as vertical segregation of roles in the workplace	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> educate the guests and colleagues, at the workplace about their rights where required	-	-	-	-
<b>PC14.</b> create policies to prevent sexual harassment, both physical and verbal	-	-	-	-
<b>PC15.</b> frame inclusive work practices such as flexible working hours, maternity/paternity leaves, transportation facilities, night shift concessions, grievance cell	-	-	-	-
<i>Ensure sensitivity towards Persons with Disabilities</i>	<b>5</b>	<b>5</b>	-	<b>5</b>
<b>PC16.</b> ensure compliance on the company's policy towards Persons with Disabilities	-	-	-	-
<b>PC17.</b> make sure the PWDs are trained and treated properly without bias	-	-	-	-
<b>PC18.</b> ensure that the workplace is properly designed to enable accessibility for the Persons with Disabilities	-	-	-	-
<b>PC19.</b> ensure that the contributions of Persons with Disabilities are acknowledged, recognized and rewarded	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>20</b>	-	<b>15</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9911
<b>NOS Name</b>	Promote hospitable and courteous behavior
<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>	7
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

# 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

## Qualification Pack

**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

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9910
<b>NOS Name</b>	Ensure to maintain organisational confidentiality and guest's 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>	6
<b>Credits</b>	TBD
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N9912: Create and maintain a safe and healthy workplace

#### Description

This OS unit is about creating a hazard-free and safe working environment. It emphasises on maintaining health & hygiene, and adoption of sustainable practices at the workplace.

#### Scope

The scope covers the following :

- Create and maintain safety standards
- Create and maintain a healthy workplace
- Manage waste and conserve material at workplace

#### Elements and Performance Criteria

##### *Create and maintain safety standards*

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

- PC1.** frame and promote safety procedures to be followed by the team while handling material
- PC2.** ensure availability and proper usage of PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear etc.) by self and others at all times
- PC3.** ensure usage of disposable masks, gloves, hair nets and all other safety gear by the staff
- PC4.** monitor sanitization of all machine touch-points requiring at regular intervals
- PC5.** make sure the safety signs are displayed properly
- PC6.** ensure separate checking point at entry and exit for guest and staff
- PC7.** make sure proper first aid kit is provided in the premises
- PC8.** ensure compliance with all the safety procedures at the workplace

##### *Create and maintain a healthy workplace*

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

- PC9.** create SOP for personal hygiene to be followed by the team at all times
- PC10.** organize sensitization training for staff on hygiene standards like sanitizing hands, workplace etc.
- PC11.** ensure hand hygiene is maintained by self and others by washing hands using an alcohol based sanitiser
- PC12.** ensure the workplace is disinfected using appropriate cleaning solution and disinfectants as recommended
- PC13.** design restaurant seating layout in compliance with health and safety standards
- PC14.** ensure that there is no cross-contamination of items such as utensils, linen, towels, etc. at workplace
- PC15.** ensure that the team disposes waste as per prescribed standards
- PC16.** organize regular health check-ups of staff to monitor symptoms of illness
- PC17.** ensure that the team immediately reports any personal health issues related to injury, food, air and infectious disease

## Qualification Pack

**PC18.** instruct the staff to remain at home under medical supervision in case of sickness

*Manage waste and conserve material at workplace*

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

**PC19.** collect information about pattern of electricity consumption and usage of different materials

**PC20.** act upon material and energy audit reports

**PC21.** promote usage of the environment friendly substitutes of materials

**PC22.** frame processes to optimize material utilization

**PC23.** ensure that the team identifies and segregates recyclable waste at the workplace

**PC24.** ascertain disposal of PPEs in a plastic bag, sealed and labelled as infectious waste

**PC25.** ensure recycling of waste material wherever applicable

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** the process of developing workplace safety procedures

**KU2.** HACCP (Hazard Analysis and Critical Control Points) and ISO 22000 (International Organization for Standardization) frameworks

**KU3.** FSSAI's (Food Safety and Standards Authority of India) work practices

**KU4.** purpose and correct usage of protective gears such as gloves, protective goggles, masks, etc. while working

**KU5.** impact of accidental risks and productivity loss

**KU6.** methods to minimize accidental risks

**KU7.** process to design restaurant seat layout/plan

**KU8.** emergency procedures to be followed in case of a mishap such as fire accidents, etc.

**KU9.** usage of firefighting equipment

**KU10.** safe waste-disposal methods

**KU11.** established health and hygiene procedures at workplace

**KU12.** nationally & internationally accepted signages related to hygiene and health

## Generic Skills (GS)

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

**GS1.** take effective decisions during emergency situations

**GS2.** identify potential hazards and take corrective actions

**GS3.** communicate to co-workers about the precautions to be taken for accident free work

**GS4.** lead during crisis

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create and maintain safety standards</i>	<b>10</b>	<b>8</b>	-	<b>4</b>
<b>PC1.</b> frame and promote safety procedures to be followed by the team while handling material	-	-	-	-
<b>PC2.</b> ensure availability and proper usage of PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear etc.) by self and others at all times	-	-	-	-
<b>PC3.</b> ensure usage of disposable masks, gloves, hair nets and all other safety gear by the staff	-	-	-	-
<b>PC4.</b> monitor sanitization of all machine touch-points requiring at regular intervals	-	-	-	-
<b>PC5.</b> make sure the safety signs are displayed properly	-	-	-	-
<b>PC6.</b> ensure separate checking point at entry and exit for guest and staff	-	-	-	-
<b>PC7.</b> make sure proper first aid kit is provided in the premises	-	-	-	-
<b>PC8.</b> ensure compliance with all the safety procedures at the workplace	-	-	-	-
<i>Create and maintain a healthy workplace</i>	<b>5</b>	<b>4</b>	-	<b>2</b>
<b>PC9.</b> create SOP for personal hygiene to be followed by the team at all times	-	-	-	-
<b>PC10.</b> organize sensitization training for staff on hygiene standards like sanitizing hands, workplace etc.	-	-	-	-
<b>PC11.</b> ensure hand hygiene is maintained by self and others by washing hands using an alcohol based sanitiser	-	-	-	-
<b>PC12.</b> ensure the workplace is disinfected using appropriate cleaning solution and disinfectants as recommended	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> design restaurant seating layout in compliance with health and safety standards	-	-	-	-
<b>PC14.</b> ensure that there is no cross-contamination of items such as utensils, linen, towels, etc. at workplace	-	-	-	-
<b>PC15.</b> ensure that the team disposes waste as per prescribed standards	-	-	-	-
<b>PC16.</b> organize regular health check-ups of staff to monitor symptoms of illness	-	-	-	-
<b>PC17.</b> ensure that the team immediately reports any personal health issues related to injury, food, air and infectious disease	-	-	-	-
<b>PC18.</b> instruct the staff to remain at home under medical supervision in case of sickness	-	-	-	-
<i>Manage waste and conserve material at workplace</i>	<b>5</b>	<b>8</b>	-	<b>4</b>
<b>PC19.</b> collect information about pattern of electricity consumption and usage of different materials	-	-	-	-
<b>PC20.</b> act upon material and energy audit reports	-	-	-	-
<b>PC21.</b> promote usage of the environment friendly substitutes of materials	-	-	-	-
<b>PC22.</b> frame processes to optimize material utilization	-	-	-	-
<b>PC23.</b> ensure that the team identifies and segregates recyclable waste at the workplace	-	-	-	-
<b>PC24.</b> ascertain disposal of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>PC25.</b> ensure recycling of waste material wherever applicable	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>20</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9912
<b>NOS Name</b>	Create and maintain a safe and healthy workplace
<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>	7
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<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.

## Qualification Pack

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

### Minimum Aggregate Passing % at QP Level : 70

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

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0421.Prepare menu and budget	40	40	-	20	100	20
THC/N0422.Develop new recipes, preparation and presentation methods	40	40	-	20	100	15
THC/N0430.Lead and manage the team	25	25	-	10	60	20
THC/N0429.Manage kitchen operation	40	40	-	20	100	15
THC/N9911.Promote hospitable and courteous behavior	20	20	-	15	55	10
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9912.Create and maintain a safe and healthy workplace	20	20	-	10	50	10
<b>Total</b>	<b>195</b>	<b>190</b>	<b>-</b>	<b>100</b>	<b>485</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
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>IPR</b>	Intellectual Property Rights
<b>ISO</b>	International Standards Organization

## 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.