

Qualification Pack



Food & Beverage Controller

QP Code: THC/Q3101

Version: 2.0

NSQF Level: 6

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THC/Q3101: Food & Beverage Controller

Brief Job Description

The individual at work is responsible for controlling the cost and ordering, purchasing, and issuing of food and beverage products.

Personal Attributes

The job requires the individual to have analytical, problem-solving, negotiation and organizing skills along with an eye to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9101: Ensure optimum inventory and menu costing](#)
2. [THC/N9102: Monitor and control operational costs and transaction](#)
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	Food Beverage Control
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3139.5002

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Minimum Educational Qualification & Experience	Graduate with 5 Years of experience in relevant trade OR Certificate-NSQF (level-6 Food Outlet Manager) with 3 Years of experience in relevant trade OR Certificate-NSQF (level-5 Bartender) with 4 Years of experience in relevant trade
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	30 Years
Last Reviewed On	24/02/2022
Next Review Date	24/02/2025
Deactivation Date	24/02/2025
NSQC Approval Date	24/02/2022
Version	2.0
Reference code on NQR	2022/TH/THSC/05471
NQR Version	1.0

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THC/N9101: Ensure optimum inventory and menu costing

Description

This OS unit is about pricing the menu items and ensuring proper inventory and store management to generate profit and control the costs.

Scope

The scope covers the following :

- Review menu pricing
- Ensure proper inventory and store management

Elements and Performance Criteria

Review menu pricing

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

- PC1.** engineer the menu in terms of costing in conjunction with Executive Chef
- PC2.** check the menu pricing on the Point of Sales (POS) systems and ensure the correct prices are loaded
- PC3.** update selling prices in POS as per the instruction from authorized person
- PC4.** review menu prices periodically to ensure prices are high enough for the organization to earn adequate profit margins
- PC5.** monitor best-selling and least-popular menu items and advise the finance director and F&B Director accordingly so reviews can be taken/dishes can be removed, where necessary

Ensure proper inventory and store management

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

- PC6.** undertake physical stock checking in different departments like kitchen, bar, etc. periodically as per organizational standards
- PC7.** monitor the stock of grocery and perishable items on daily/weekly/monthly basis
- PC8.** ensure optimum stock of all Food & Beverage (F&B) items at all times
- PC9.** prepare monthly listing of slow moving and obsolete F&B supplies and recommend further action
- PC10.** organize and monitor stock taking and monthly closing procedures
- PC11.** conduct spot check to ensure that the goods received are as per specifications and the deliveries of goods by suppliers are consistent with the receiving schedule and the storerooms are not overstock especially during month end
- PC12.** audit monthly stock as per SOP
- PC13.** reconcile all inventory accounts based on actual purchases and actual inventory stock take and allocate the expenses to the respective department based on their requisitions
- PC14.** sort, count, identify, verify, and track all material against invoices, orders, bills or other records
- PC15.** perform regular material store audits to ensure that material is undamaged and maintained neatly

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- PC16.** input physical food and beverage stock counts into the computer system and analyze results highlighting the discrepancies in opening, consumed, closing stocks for additional counts or reviews
- PC17.** check the purchase orders against the consumption pattern, seasonal business volume and projected business of the organization
- PC18.** ensure that all the items purchased and received in the organization at all levels are timely entered in the Material Management Systems (MMS)
- PC19.** check and ensure that no material is issued out from the store without requisition or approval from the respective department head
- PC20.** make sure that all the material issuances from the store to cost centers are as per organizational SOP and entered in MMS
- PC21.** verify invoices against receiving record and compare them with purchase order and purchase request, and ensure that all invoices are stamped and signed by the authorized person
- PC22.** provide analysis of F&B stores consumption to handle the ordering of food and beverage as accurately as possible

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** methods to price the food items
- KU2.** procedure to handle the POS system
- KU3.** procedure to conduct physical stock checking
- KU4.** optimum stock levels for smooth operations of the business
- KU5.** methods to monitor stock taking
- KU6.** stock and warehouse auditing procedures
- KU7.** procedure to maintain inventory accounts
- KU8.** how to handle material control system
- KU9.** methods to analyze store and material consumption

Generic Skills (GS)

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

- GS1.** read and interpret policies, procedures, information, SOP, etc.
- GS2.** communicate effectively with the Executive Chef and F&B Director
- GS3.** solve day-to-day operational problems related to the work area

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Review menu pricing</i>	10	10	-	5
PC1. engineer the menu in terms of costing in conjunction with Executive Chef	-	-	-	-
PC2. check the menu pricing on the Point of Sales (POS) systems and ensure the correct prices are loaded	-	-	-	-
PC3. update selling prices in POS as per the instruction from authorized person	-	-	-	-
PC4. review menu prices periodically to ensure prices are high enough for the organization to earn adequate profit margins	-	-	-	-
PC5. monitor best-selling and least-popular menu items and advise the finance director and F&B Director accordingly so reviews can be taken/dishes can be removed, where necessary	-	-	-	-
<i>Ensure proper inventory and store management</i>	30	30	-	15
PC6. undertake physical stock checking in different departments like kitchen, bar, etc. periodically as per organizational standards	-	-	-	-
PC7. monitor the stock of grocery and perishable items on daily/weekly/monthly basis	-	-	-	-
PC8. ensure optimum stock of all Food & Beverage (F&B) items at all times	-	-	-	-
PC9. prepare monthly listing of slow moving and obsolete F&B supplies and recommend further action	-	-	-	-
PC10. organize and monitor stock taking and monthly closing procedures	-	-	-	-
PC11. conduct spot check to ensure that the goods received are as per specifications and the deliveries of goods by suppliers are consistent with the receiving schedule and the storerooms are not overstock especially during month end	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. audit monthly stock as per SOP	-	-	-	-
PC13. reconcile all inventory accounts based on actual purchases and actual inventory stock take and allocate the expenses to the respective department based on their requisitions	-	-	-	-
PC14. sort, count, identify, verify, and track all material against invoices, orders, bills or other records	-	-	-	-
PC15. perform regular material store audits to ensure that material is undamaged and maintained neatly	-	-	-	-
PC16. input physical food and beverage stock counts into the computer system and analyze results highlighting the discrepancies in opening, consumed, closing stocks for additional counts or reviews	-	-	-	-
PC17. check the purchase orders against the consumption pattern, seasonal business volume and projected business of the organization	-	-	-	-
PC18. ensure that all the items purchased and received in the organization at all levels are timely entered in the Material Management Systems (MMS)	-	-	-	-
PC19. check and ensure that no material is issued out from the store without requisition or approval from the respective department head	-	-	-	-
PC20. make sure that all the material issuances from the store to cost centers are as per organizational SOP and entered in MMS	-	-	-	-
PC21. verify invoices against receiving record and compare them with purchase order and purchase request, and ensure that all invoices are stamped and signed by the authorized person	-	-	-	-
PC22. provide analysis of F&B stores consumption to handle the ordering of food and beverage as accurately as possible	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9101
NOS Name	Ensure optimum inventory and menu costing
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Food Beverage Control
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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THC/N9102: Monitor and control operational costs and transaction

Description

This OS unit is about controlling the operational costs and monitoring operational transactions to ensure profitability of the organization.

Scope

The scope covers the following :

- Control operational costs
- Check operational transactions

Elements and Performance Criteria

Control operational costs

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

- PC1.** control the food and beverage outlets in terms of wastage, pilferage, and efficiency
- PC2.** identify weaknesses in controls implemented at the restaurant and suggest for improvements
- PC3.** analyze all food and beverage costs and make recommendation of alternatives on cost savings
- PC4.** collect daily information on the consumption of various food items and their sales in the organization
- PC5.** check the cost of sales in F&B outlet and ensure that the costs are within budget
- PC6.** monitor records of all food & beverage monthly expenses to ensure strict budgeting control
- PC7.** prepare monthly F&B P&Ls, along with the determined monthly reports associated with F&B
- PC8.** calculate variance in consumption with previous consumption patterns, analyze the reason(s) for that and take corrective actions to restore the optimum cost of operations
- PC9.** prepare variance analysis report for food & beverage as per SOP
- PC10.** compile the food and beverage department's financial records and forward them to financial controllers for auditing

Check operational transactions

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

- PC11.** verify Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT) according to their serial numbers daily
- PC12.** tally all end of shift reports generated from the POS
- PC13.** check sales, void, complimentary, discounted, and pending bills
- PC14.** ensure that discounted bills are in line with the order issued by the top management
- PC15.** verify systems transactions/operations (POS, discounts, staff meals, settlements, lost postings, pricing, etc.)
- PC16.** check and cross verify if all sales have been transferred correctly from the Point of Sales (POS) to Property Management Systems (PMS), if applicable

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PC17. verify the daily food & beverage revenues report submitted by the income audit for the accuracy of covers and average check

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** various operational costs involved in F&B department
- KU2.** effective ways to control costs
- KU3.** cost overheads in the organization
- KU4.** budget and cost control methods
- KU5.** types of financial reports prepared in the F&B department
- KU6.** variance analysis
- KU7.** procedure and importance of verifying KOT and BOT
- KU8.** operating procedure of POS and PMS
- KU9.** methods to verify system transactions

Generic Skills (GS)

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

- GS1.** read and interpret policies, procedures, information, SOP, etc.
- GS2.** communicate effectively with the Executive Chef, F&B Director and others
- GS3.** solve day-to-day operational problems related to the work area

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Control operational costs</i>	20	20	-	10
PC1. control the food and beverage outlets in terms of wastage, pilferage, and efficiency	-	-	-	-
PC2. identify weaknesses in controls implemented at the restaurant and suggest for improvements	-	-	-	-
PC3. analyze all food and beverage costs and make recommendation of alternatives on cost savings	-	-	-	-
PC4. collect daily information on the consumption of various food items and their sales in the organization	-	-	-	-
PC5. check the cost of sales in F&B outlet and ensure that the costs are within budget	-	-	-	-
PC6. monitor records of all food & beverage monthly expenses to ensure strict budgeting control	-	-	-	-
PC7. prepare monthly F&B P&Ls, along with the determined monthly reports associated with F&B	-	-	-	-
PC8. calculate variance in consumption with previous consumption patterns, analyze the reason(s) for that and take corrective actions to restore the optimum cost of operations	-	-	-	-
PC9. prepare variance analysis report for food & beverage as per SOP	-	-	-	-
PC10. compile the food and beverage department's financial records and forward them to financial controllers for auditing	-	-	-	-
<i>Check operational transactions</i>	20	20	-	10
PC11. verify Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT) according to their serial numbers daily	-	-	-	-
PC12. tally all end of shift reports generated from the POS	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. check sales, void, complimentary, discounted, and pending bills	-	-	-	-
PC14. ensure that discounted bills are in line with the order issued by the top management	-	-	-	-
PC15. verify systems transactions/operations (POS, discounts, staff meals, settlements, lost postings, pricing, etc.)	-	-	-	-
PC16. check and cross verify if all sales have been transferred correctly from the Point of Sales (POS) to Property Management Systems (PMS), if applicable	-	-	-	-
PC17. verify the daily food & beverage revenues report submitted by the income audit for the accuracy of covers and average check	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9102
NOS Name	Monitor and control operational costs and transaction
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Food Beverage Control
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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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

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- 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

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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	-	-	-	-

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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

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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

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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

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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

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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

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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

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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

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- 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

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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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make sure first aid procedures are followed appropriately	-	-	-	-
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

Qualification Pack

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.

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N9101.Ensure optimum inventory and menu costing	40	40	-	20	100	25
THC/N9102.Monitor and control operational costs and transaction	40	40	-	20	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	20
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	20
Total	160	160	-	80	400	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
POS	Point of Sales
F&B	Food & Beverage
IPR	Intellectual Property Rights
PPE	Personal protective equipment
PwD	Persons with Disability
KOT	Kitchen Order Tickets
BOT	Bar Order Tickets
PMS	Property Management Systems
MMS	Material Management Systems

Qualification Pack

Glossary

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

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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.