

Qualification Pack



Food & Beverage Service Manager

QP Code: THC/Q0303

Version: 2.0

NSQF Level: 7

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THC/Q0303: Food & Beverage Service Manager

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/N0327: Plan and implement policies and budget](#)
2. [THC/N0328: Manage daily operations](#)
3. [THC/N0427: Build and manage a team](#)
4. [THC/N9911: Promote hospitable and courteous behavior](#)
5. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
6. [THC/N9912: Create and maintain a safe and healthy workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
Country	India
NSQF Level	7
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1120.3000

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Minimum Educational Qualification & Experience	Graduate with 8 Years of experience as a Banquet Manager OR Diploma (3 Years (After class 12th) in relevant trade) with 10 Years of experience in relevant trade OR Certificate-NSQF (level-6 Food Outlet Manager) with 4 Years of experience in relevant trade
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	32 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/05468
NQR Version	1.0

Qualification Pack

THC/N0327: Plan and implement policies and budget

Description

This OS unit is about planning and monitoring the policies and budget for the food and beverage department.

Scope

The scope covers the following :

- Plan and implement departmental policies
- Prepare and manage departmental budget

Elements and Performance Criteria

Plan and implement departmental policies

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

- PC1.** formulate policies and operating procedures for food and beverage department
- PC2.** ensure proper implementation and maintenance of all department control procedures
- PC3.** perform timely analysis of food & beverage prices in relation to competition
- PC4.** develop and approve the menu items, as applicable and set pricing to achieve desired profit margins
- PC5.** prepare business forecasts for food and beverage department
- PC6.** develop and implement structured and systematic system to capture customer feedback
- PC7.** conduct competitor and market analysis to improve existing policies and procedures
- PC8.** coordinate with marketing department to plan and approve external and internal marketing and sales promotion activities for the food and beverage department
- PC9.** ensure effective implementation of training programs, directives, menus, work schedules, rules and regulations for the food and beverage staff
- PC10.** research and introduce new products and develop an analysis of the cost/profit benefits
- PC11.** review and implement new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and to minimize food costs
- PC12.** develop new and analyze existing procedures to improve guest patronage under the guidelines of the organization's overall policies

Prepare and manage departmental budget

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

- PC13.** develop an operating budget for the department
- PC14.** monitor and take corrective action as necessary to help assure that budget goals are attained
- PC15.** review departmental financial reports, establish and maintain fiscal budget/business plans and initiate cost controls
- PC16.** obtain maximum revenue results from the utilization and appearance of the food and beverage areas

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- PC17.** achieve optimum levels of profitability within all areas of the food and beverage operations, by buying and selling produce at optimum prices and maintaining appropriately efficient costs whilst achieving the required service and quality standards
- PC18.** monitor food and beverage prices and achieve competitive rates while still ensuring quality standards
- PC19.** control costs of food and beverage department in purchasing, maintaining effective profit and loss controls and monitoring labor costs following demand patterns, budget and local labor laws
- PC20.** maximize food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events and by training staff on up-selling and cross-selling
- PC21.** ensure the required profit margins are achieved for each food and beverage service area, in each financial period
- PC22.** compile on a daily, weekly and monthly basis, all relevant food and beverage information on costs and sales that may be used for forecasting, planning, budgeting, etc.
- PC23.** reconcile actual and forecast costs and sales, and initiating corrective action if discrepancies occur, and finding out and eliminating the causes, for example bad portion control, incorrect pricing, etc.
- PC24.** coordinate with finance and IT teams to ensure that all revenue is captured
- PC25.** maintain effective control of raw material, labour and equipment costs used in the food and beverage department
- PC26.** ensure that all standard operating procedures for revenue and cost control are in place and consistently utilized

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedure to formulate food and beverage departmental policies and standard operating procedures
- KU2.** effective ways to monitor proper implementation of the policies and procedures
- KU3.** methods to perform pricing analysis for food and beverage items
- KU4.** business forecasting techniques
- KU5.** method to draft menu and pricing strategies for the same
- KU6.** market and competitor analysis techniques
- KU7.** promotional strategies and marketing activities for food and beverage department
- KU8.** research methods for new products and techniques for food preparation
- KU9.** budget preparation process
- KU10.** cost control methods
- KU11.** techniques to review financial reports
- KU12.** ways to achieve profitability in the department
- KU13.** profitability analysis techniques
- KU14.** upselling and cross selling techniques

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Generic Skills (GS)

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

- GS1.** read and interpret industry journals to get the latest information about trends
- GS2.** write SOPs for different processes and activities
- GS3.** write reports and business correspondence
- GS4.** communicate effectively with others
- GS5.** take decisions in a time bound manner
- GS6.** handle problems arising among internal staff and with guests
- GS7.** analyze current industry trends in product development, service standards, and guest demands and likings
- GS8.** break complex problems into manageable piece

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and implement departmental policies</i>	30	30	-	10
PC1. formulate policies and operating procedures for food and beverage department	-	-	-	-
PC2. ensure proper implementation and maintenance of all department control procedures	-	-	-	-
PC3. perform timely analysis of food & beverage prices in relation to competition	-	-	-	-
PC4. develop and approve the menu items, as applicable and set pricing to achieve desired profit margins	-	-	-	-
PC5. prepare business forecasts for food and beverage department	-	-	-	-
PC6. develop and implement structured and systematic system to capture customer feedback	-	-	-	-
PC7. conduct competitor and market analysis to improve existing policies and procedures	-	-	-	-
PC8. coordinate with marketing department to plan and approve external and internal marketing and sales promotion activities for the food and beverage department	-	-	-	-
PC9. ensure effective implementation of training programs, directives, menus, work schedules, rules and regulations for the food and beverage staff	-	-	-	-
PC10. research and introduce new products and develop an analysis of the cost/profit benefits	-	-	-	-
PC11. review and implement new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and to minimize food costs	-	-	-	-
PC12. develop new and analyze existing procedures to improve guest patronage under the guidelines of the organization's overall policies	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and manage departmental budget</i>	30	30	-	10
PC13. develop an operating budget for the department	-	-	-	-
PC14. monitor and take corrective action as necessary to help assure that budget goals are attained	-	-	-	-
PC15. review departmental financial reports, establish and maintain fiscal budget/business plans and initiate cost controls	-	-	-	-
PC16. obtain maximum revenue results from the utilization and appearance of the food and beverage areas	-	-	-	-
PC17. achieve optimum levels of profitability within all areas of the food and beverage operations, by buying and selling produce at optimum prices and maintaining appropriately efficient costs whilst achieving the required service and quality standards	-	-	-	-
PC18. monitor food and beverage prices and achieve competitive rates while still ensuring quality standards	-	-	-	-
PC19. control costs of food and beverage department in purchasing, maintaining effective profit and loss controls and monitoring labor costs following demand patterns, budget and local labor laws	-	-	-	-
PC20. maximize food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events and by training staff on up-selling and cross-selling	-	-	-	-
PC21. ensure the required profit margins are achieved for each food and beverage service area, in each financial period	-	-	-	-
PC22. compile on a daily, weekly and monthly basis, all relevant food and beverage information on costs and sales that may be used for forecasting, planning, budgeting, etc.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. reconcile actual and forecast costs and sales, and initiating corrective action if discrepancies occur, and finding out and eliminating the causes, for example bad portion control, incorrect pricing, etc.	-	-	-	-
PC24. coordinate with finance and IT teams to ensure that all revenue is captured	-	-	-	-
PC25. maintain effective control of raw material, labour and equipment costs used in the food and beverage department	-	-	-	-
PC26. ensure that all standard operating procedures for revenue and cost control are in place and consistently utilized	-	-	-	-
NOS Total	60	60	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0327
NOS Name	Plan and implement policies and budget
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
NSQF Level	7
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/N0328: Manage daily operations

Description

This OS unit is about managing daily operations and resources required for efficient and effective functioning of food & beverage service department.

Scope

The scope covers the following :

- Manage daily operations
- Manage resources for the department

Elements and Performance Criteria

Manage daily operations

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

- PC1.** check mise-en-scène and mise-en-place done by the team
- PC2.** ensure hygiene and safety standards, and all legal requirements are met in the food and beverage department
- PC3.** greet guests and oversee actual service on a routine, and random basis
- PC4.** oversee and apply risk assessments of safety, accident prevention, fire drills and first aid
- PC5.** ensure all food and beverage products served meet the established specifications and standards
- PC6.** handle all food & beverage inquiries and ensure timely follow up on the same business day
- PC7.** assure bar inventory for functions, including opening and closing inventories
- PC8.** ensure proper maintenance of bar control policies and adherence to legal requirements including state and/or local laws pertaining to alcoholic beverages
- PC9.** make sure proper service levels are maintained based on forecasted needs, with the minimum level of labor used to perform the required service standard
- PC10.** inspect food & beverage area to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met
- PC11.** ensure correct handling procedures to minimize china and glassware breakage and food waste
- PC12.** ensure proper appearance, upkeep and cleanliness of all food and beverage equipment and facilities
- PC13.** ensures that an accurate reservation system is in place
- PC14.** supervise the remodeling, refurbishment and other building design enhancements applicable to food and beverage service
- PC15.** take rounds of all food and beverage area to ensure guests' needs are met

Manage resources for the department

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

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- PC16.** coordinate the selection, purchasing, storage, inventorying, maintenance and usage of all related food and beverage supplies and equipment
- PC17.** monitor purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases
- PC18.** ensure appropriate procedures are followed for issuing and preparation of food and beverages within the establishment for final provision and service to the customer
- PC19.** assure completion of requisitions where deemed necessary
- PC20.** coordinate with the Chef, Assistant Director of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with
- PC21.** maintain effective control of raw material, labour and equipment used in the food and beverage department
- PC22.** manage beverage, china, glass and silverware inventory audit

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** hygiene, safety, legal and other organizational standard requirements for food and beverage operations
- KU2.** risk assessment strategies
- KU3.** food and beverage regulatory standards
- KU4.** customer service standards
- KU5.** procedure to inspect food and beverage area, tools and equipment
- KU6.** inventory management process
- KU7.** storage and stock rotational methods for raw material and supplies
- KU8.** inventory audit process

Generic Skills (GS)

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

- GS1.** read and interpret organizational documents related to hygiene and safety standards, legal requirements, energy management, and preventive maintenance
- GS2.** communicate effectively with staff and other departments
- GS3.** take decisions in a time bound manner
- GS4.** handle problems arising among internal staff and with guests
- GS5.** analyze current industry trends in product development, service standards, and guest demands and likings
- GS6.** break complex problems into manageable piece

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage daily operations</i>	20	20	-	10
PC1. check mise-en-scène and mise-en-place done by the team	-	-	-	-
PC2. ensure hygiene and safety standards, and all legal requirements are met in the food and beverage department	-	-	-	-
PC3. greet guests and oversee actual service on a routine, and random basis	-	-	-	-
PC4. oversee and apply risk assessments of safety, accident prevention, fire drills and first aid	-	-	-	-
PC5. ensure all food and beverage products served meet the established specifications and standards	-	-	-	-
PC6. handle all food & beverage inquiries and ensure timely follow up on the same business day	-	-	-	-
PC7. assure bar inventory for functions, including opening and closing inventories	-	-	-	-
PC8. ensure proper maintenance of bar control policies and adherence to legal requirements including state and/or local laws pertaining to alcoholic beverages	-	-	-	-
PC9. make sure proper service levels are maintained based on forecasted needs, with the minimum level of labor used to perform the required service standard	-	-	-	-
PC10. inspect food & beverage area to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met	-	-	-	-
PC11. ensure correct handling procedures to minimize china and glassware breakage and food waste	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure proper appearance, upkeep and cleanliness of all food and beverage equipment and facilities	-	-	-	-
PC13. ensures that an accurate reservation system is in place	-	-	-	-
PC14. supervise the remodeling, refurbishment and other building design enhancements applicable to food and beverage service	-	-	-	-
PC15. take rounds of all food and beverage area to ensure guests' needs are met	-	-	-	-
<i>Manage resources for the department</i>	20	20	-	10
PC16. coordinate the selection, purchasing, storage, inventorying, maintenance and usage of all related food and beverage supplies and equipment	-	-	-	-
PC17. monitor purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases	-	-	-	-
PC18. ensure appropriate procedures are followed for issuing and preparation of food and beverages within the establishment for final provision and service to the customer	-	-	-	-
PC19. assure completion of requisitions where deemed necessary	-	-	-	-
PC20. coordinate with the Chef, Assistant Director of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with	-	-	-	-
PC21. maintain effective control of raw material, labour and equipment used in the food and beverage department	-	-	-	-
PC22. manage beverage, china, glass and silverware inventory audit	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0328
NOS Name	Manage daily operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
NSQF Level	7
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/N0427: Build and manage a team

Description

This OS unit is about building and managing a team through a set of processes like hiring, training, and nurturing talented individuals.

Scope

The scope covers the following :

- Develop supervisory and operational team
- Manage team effectively

Elements and Performance Criteria

Develop supervisory and operational team

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

- PC1.** advertise vacancies with proper job descriptions to hire new or replacement team members
- PC2.** recruit, induct and train employees on organizational products, service standards, quality orientation, and customer-centricity
- PC3.** ensure staffing is flexible enough to meet peaks and troughs of business activity
- PC4.** develop performance parameters (KRA and KPI) and guidelines for conduct and dress code as per organizational norms
- PC5.** assign responsibilities and commensurate authority to team for speedy decision making and efficient operations
- PC6.** train the team to incorporate feedback received from the customers to consistently improve service standards
- PC7.** explain the team about work output requirements, targets, performance indicators and incentives for all job orders and instructions received from superiors
- PC8.** ensure that the team delivers quality work, on time and report any anticipated reasons for delay
- PC9.** empower team to develop their own ways of working within agreed boundaries
- PC10.** maintain harmony within the team to achieve the desired outcome

Manage team effectively

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

- PC11.** monitor employee performances
- PC12.** drive goal orientation and provide feedback
- PC13.** motivate and inspire the team by creating positive working environment
- PC14.** update the team about offers promotions where possible
- PC15.** ensure and maintain personal integrity & ethical behavior
- PC16.** promote healthy emotional culture at the workplace
- PC17.** ensure team members take responsibility for their own developmental needs

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- PC18.** support people to achieve work and personal development objectives and acknowledge their efforts
- PC19.** promote punctuality in the team
- PC20.** manage team's workload efficiently
- PC21.** manage diversity in the workplace

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standards of performance in the organisation
- KU2.** company's human resource policies
- KU3.** company's reporting and hierarchy structure
- KU4.** legal and regulatory requirements related to employee management in the industry/sector
- KU5.** effective leadership and team development practices
- KU6.** human resource requirements at various levels within the restaurant
- KU7.** guidelines to craft effective job descriptions
- KU8.** benefits of delegation of responsibilities

Generic Skills (GS)

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

- GS1.** identify the right resources to run the business efficiently
- GS2.** prioritize tasks to ensure smooth functioning of the organization
- GS3.** handle problems arising with suppliers and among internal staff
- GS4.** lead a high-performance team
- GS5.** motivate the team to perform to its potential
- GS6.** effectively manage team through ups and downs of the business
- GS7.** think strategically

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Develop supervisory and operational team</i>	10	10	-	5
PC1. advertise vacancies with proper job descriptions to hire new or replacement team members	-	-	-	-
PC2. recruit, induct and train employees on organizational products, service standards, quality orientation, and customer-centricity	-	-	-	-
PC3. ensure staffing is flexible enough to meet peaks and troughs of business activity	-	-	-	-
PC4. develop performance parameters (KRA and KPI) and guidelines for conduct and dress code as per organizational norms	-	-	-	-
PC5. assign responsibilities and commensurate authority to team for speedy decision making and efficient operations	-	-	-	-
PC6. train the team to incorporate feedback received from the customers to consistently improve service standards	-	-	-	-
PC7. explain the team about work output requirements, targets, performance indicators and incentives for all job orders and instructions received from superiors	-	-	-	-
PC8. ensure that the team delivers quality work, on time and report any anticipated reasons for delay	-	-	-	-
PC9. empower team to develop their own ways of working within agreed boundaries	-	-	-	-
PC10. maintain harmony within the team to achieve the desired outcome	-	-	-	-
<i>Manage team effectively</i>	10	10	-	5
PC11. monitor employee performances	-	-	-	-
PC12. drive goal orientation and provide feedback	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. motivate and inspire the team by creating positive working environment	-	-	-	-
PC14. update the team about offers promotions where possible	-	-	-	-
PC15. ensure and maintain personal integrity & ethical behavior	-	-	-	-
PC16. promote healthy emotional culture at the workplace	-	-	-	-
PC17. ensure team members take responsibility for their own developmental needs	-	-	-	-
PC18. support people to achieve work and personal development objectives and acknowledge their efforts	-	-	-	-
PC19. promote punctuality in the team	-	-	-	-
PC20. manage team's workload efficiently	-	-	-	-
PC21. manage diversity in the workplace	-	-	-	-
NOS Total	20	20	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0427
NOS Name	Build and manage a team
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Food Production and Kitchen
NSQF Level	7
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/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

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication among colleagues and between colleagues & guests</i>	10	10	-	5
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	-	-	-	-
<i>Ensure gender & age specific services as per the requirements of guests</i>	5	5	-	5
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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Ensure sensitivity towards Persons with Disabilities</i>	5	5	-	5
PC16. ensure compliance on the company's policy towards Persons with Disabilities	-	-	-	-
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	-	-	-	-
NOS Total	20	20	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9911
NOS Name	Promote hospitable and courteous behavior
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	7
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/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>	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

Qualification Pack

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

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>	10	8	-	4
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	-	-	-	-
<i>Create and maintain a healthy workplace</i>	5	4	-	2
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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
PC18. instruct the staff to remain at home under medical supervision in case of sickness	-	-	-	-
<i>Manage waste and conserve material at workplace</i>	5	8	-	4
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	-	-	-	-
NOS Total	20	20	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9912
NOS Name	Create and maintain a safe and healthy workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	7
Credits	TBD
Version	1.0
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/N0327.Plan and implement policies and budget	60	60	-	20	140	20
THC/N0328.Manage daily operations	40	40	-	20	100	20
THC/N0427.Build and manage a team	20	20	-	10	50	20
THC/N9911.Promote hospitable and courteous behavior	20	20	-	15	55	15
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	15
Total	170	165	-	80	415	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
IPR	Intellectual Property Rights
ISO	International Standards Organization
POSH	Prevention of Sexual Harassment

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.