

Qualification Pack



Food Outlet Manager

QP Code: THC/Q0305

Version: 2.0

NSQF Level: 6

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THC/Q0305: Food Outlet Manager

Brief Job Description

The individual at work manages daily food outlet operations as well as the staffing, financial and administrative aspects of the outlet while enhancing the guest experience and ensuring business profitability.

Personal Attributes

The job requires the individual to be well groomed, physically fit, and customer-centric with excellent communication, observational and team management skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0325: Manage food outlet operations](#)
2. [THC/N0326: Manage human resource, financial and administrative operations at the food outlet](#)
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	Hotels
Occupation	Food and Beverage Service
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1411.0100

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Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) with 3 Years of experience as a Restaurant Captain OR 12th Class/I.T.I (one year after class 10th with one year of experience) with 3 Years of experience as a Restaurant Captain OR Certificate-NSQF (level-5 Restaurant Captain) with 2 Years of experience as a Restaurant Captain
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	23 Years
Last Reviewed On	21/04/2021
Next Review Date	29/07/2024
NSQC Approval Date	29/07/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04431
NQR Version	1

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THC/N0325: Manage food outlet operations

Description

This OS unit is about managing food and beverage service operations, ensuring maintenance of the outlet, and monitoring effective guest service.

Scope

The scope covers the following :

- Ensure facility maintenance
- Manage food and beverage operations
- Ensure effective guest service

Elements and Performance Criteria

Ensure facility maintenance

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

- PC1.** ensure the cleanliness and sanitization of the outlet
- PC2.** conduct routine maintenance checks of facility and equipment
- PC3.** ensure the outlet is free from pests and other insects
- PC4.** supervise the repair of equipment, if any
- PC5.** authorize the repair of equipment by outside contractor as per requirement
- PC6.** provide suggestions regarding the upgrades in facility to the senior management

Manage food and beverage operations

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

- PC7.** direct the staff regarding opening and closing the outlet
- PC8.** inspect dining area, kitchen, food lockers, and storage area for cleanliness and sanitization
- PC9.** count, verify and report inventory
- PC10.** inspect and verify the received vendor deliveries
- PC11.** check stock levels and submit orders as necessary
- PC12.** estimate food, liquor, wine, and other beverage consumption to anticipate amounts to be purchased or requisitioned
- PC13.** coordinate with vendors concerning the quality of product delivered
- PC14.** monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner
- PC15.** monitor and expedite the process to get meals served effectively
- PC16.** check daily reports for indications of internal theft

Ensure effective guest service

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

- PC17.** ensure guests are received as per SOP
- PC18.** ensure the guests are escorted and seated as per standards

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- PC19.** monitor the serving timing and other procedures in the dining area as per the standards
- PC20.** resolve guest complaints effectively
- PC21.** authorize complementary meals and beverages as per organizational policies
- PC22.** analyze feedback from the guests regarding the quality of service and food and recommend necessary outlet operational changes
- PC23.** ensure implementation of operational strategies to meet quality and guest service standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of facility maintenance methods
- KU2.** procedure to inspect facility and equipment
- KU3.** organizational SOP for outlet management
- KU4.** procedure to inspect various areas in the outlet
- KU5.** inventory management procedures
- KU6.** techniques for maintaining stock levels
- KU7.** procedure to inspect food and beverage items
- KU8.** sales forecasting techniques
- KU9.** organizational SOP on guest service
- KU10.** effective ways to resolve guest complaints
- KU11.** methods to take guest feedback

Generic Skills (GS)

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

- GS1.** prioritize tasks to ensure smooth functioning of the organization
- GS2.** write reports and business correspondence
- GS3.** communicate effectively and cordially with guests and respond to their queries/requests
- GS4.** interact and coordinate with team members, superiors and other departments to achieve a smooth workflow
- GS5.** motivate the team to perform effectively and offer quality service
- GS6.** take decisions in a time bound manner
- GS7.** handle problems arising among internal staff and with guests

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure facility maintenance</i>	10	10	-	5
PC1. ensure the cleanliness and sanitization of the outlet	-	-	-	-
PC2. conduct routine maintenance checks of facility and equipment	-	-	-	-
PC3. ensure the outlet is free from pests and other insects	-	-	-	-
PC4. supervise the repair of equipment, if any	-	-	-	-
PC5. authorize the repair of equipment by outside contractor as per requirement	-	-	-	-
PC6. provide suggestions regarding the upgrades in facility to the senior management	-	-	-	-
<i>Manage food and beverage operations</i>	20	20	-	10
PC7. direct the staff regarding opening and closing the outlet	-	-	-	-
PC8. inspect dining area, kitchen, food lockers, and storage area for cleanliness and sanitization	-	-	-	-
PC9. count, verify and report inventory	-	-	-	-
PC10. inspect and verify the received vendor deliveries	-	-	-	-
PC11. check stock levels and submit orders as necessary	-	-	-	-
PC12. estimate food, liquor, wine, and other beverage consumption to anticipate amounts to be purchased or requisitioned	-	-	-	-
PC13. coordinate with vendors concerning the quality of product delivered	-	-	-	-
PC14. monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. monitor and expedite the process to get meals served effectively	-	-	-	-
PC16. check daily reports for indications of internal theft	-	-	-	-
<i>Ensure effective guest service</i>	10	10	-	5
PC17. ensure guests are received as per SOP	-	-	-	-
PC18. ensure the guests are escorted and seated as per standards	-	-	-	-
PC19. monitor the serving timing and other procedures in the dining area as per the standards	-	-	-	-
PC20. resolve guest complaints effectively	-	-	-	-
PC21. authorize complementary meals and beverages as per organizational policies	-	-	-	-
PC22. analyze feedback from the guests regarding the quality of service and food and recommend necessary outlet operational changes	-	-	-	-
PC23. ensure implementation of operational strategies to meet quality and guest service standards	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0325
NOS Name	Manage food outlet operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	21/04/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

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THC/N0326: Manage human resource, financial and administrative operations at the food outlet

Description

This OS unit is about managing the human resource and handling financial and administrative activities to ensure smooth functioning of the outlet.

Scope

The scope covers the following :

- Manage human resource
- Handle financial activities
- Manage administrative tasks

Elements and Performance Criteria

Manage human resource

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

- PC1.** assess staffing needs and support the HR manager in recruiting the staff
- PC2.** train the staff on all technical and non-technical aspects of their role
- PC3.** establish standards for personnel performance
- PC4.** evaluate and supervise the performance of staff
- PC5.** complete and administer employee performance appraisals
- PC6.** plan and assign daily workloads and duty roster
- PC7.** maintain accurate daily and weekly punch details for staff
- PC8.** analyze and resolve staff problems, in a timely and accurate manner
- PC9.** provide feedback to staff to help them improve their performance
- PC10.** get feedback, updates, and information through regular meetings with the staff

Handle financial activities

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

- PC11.** authorize payment on vendor invoices
- PC12.** monitor budgets and payroll records, and review financial transactions to ensure that expenditures are as per the planned budget
- PC13.** control costs by reviewing quantities of preparation, portion control and minimizing wastage
- PC14.** review menus, analyze recipes, determine labor and overhead costs to assign prices to menu items
- PC15.** tally day's collection (cash, digital payment etc.) along with the complete details of expenditure
- PC16.** develop a cost-effective operational plan to achieve outlet goals
- PC17.** prepare expense and revenue report as per the organizational standards
- PC18.** develop marketing strategies to improve sales and profitability

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PC19. perform various financial activities, such as cash handling, deposit preparation, and payroll

PC20. compile and balance cash receipts at the end of the day or shift

Manage administrative tasks

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

PC21. ensure compliance by conforming to all the statutory and legal guidelines such as license for serving alcoholic beverage, pollution control etc.

PC22. review work procedures to determine ways to improve service, performance, or safety

PC23. analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems

PC24. forecast staff, equipment, and supply requirements, based on a master menu

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policies and procedures regarding F&B services, and employees

KU2. human resource management

KU3. tools and techniques for performance management

KU4. performance appraisal methods

KU5. procedure to prepare workloads and duty roasters

KU6. methods for managing conflict

KU7. techniques to provide constructive feedback

KU8. effective ways of team handling

KU9. operational practices in the food and beverage industry related to product development and customer service

KU10. industry best practices on pricing, cost estimation, and cost control

KU11. basic principles of the financial management

KU12. budgeting process

KU13. cash management procedures

KU14. data gathering and analysis tools and techniques

KU15. statutory and legal guidelines such as requirement of license for serving alcoholic beverage, pollution control, etc.

KU16. forecasting techniques for man and material requirements for business

KU17. ways to improve work procedures

KU18. best practices in food and beverage outlet business

Generic Skills (GS)

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

GS1. prioritize tasks to ensure smooth functioning of the organization

GS2. write reports and business correspondence

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- GS3.** communicate effectively and cordially with guests and respond to their queries/requests
- GS4.** interact with team members, superiors and other departments to achieve a smooth workflow
- GS5.** motivate the team to perform effectively and offer quality service
- GS6.** manage time for undertaking multiple activities simultaneously
- GS7.** take decisions in a time bound manner
- GS8.** handle problems arising among internal staff and with guests

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage human resource</i>	10	10	-	5
PC1. assess staffing needs and support the HR manager in recruiting the staff	-	-	-	-
PC2. train the staff on all technical and non-technical aspects of their role	-	-	-	-
PC3. establish standards for personnel performance	-	-	-	-
PC4. evaluate and supervise the performance of staff	-	-	-	-
PC5. complete and administer employee performance appraisals	-	-	-	-
PC6. plan and assign daily workloads and duty roster	-	-	-	-
PC7. maintain accurate daily and weekly punch details for staff	-	-	-	-
PC8. analyze and resolve staff problems, in a timely and accurate manner	-	-	-	-
PC9. provide feedback to staff to help them improve their performance	-	-	-	-
PC10. get feedback, updates, and information through regular meetings with the staff	-	-	-	-
<i>Handle financial activities</i>	20	20	-	10
PC11. authorize payment on vendor invoices	-	-	-	-
PC12. monitor budgets and payroll records, and review financial transactions to ensure that expenditures are as per the planned budget	-	-	-	-
PC13. control costs by reviewing quantities of preparation, portion control and minimizing wastage	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. review menus, analyze recipes, determine labor and overhead costs to assign prices to menu items	-	-	-	-
PC15. tally day's collection (cash, digital payment etc.) along with the complete details of expenditure	-	-	-	-
PC16. develop a cost-effective operational plan to achieve outlet goals	-	-	-	-
PC17. prepare expense and revenue report as per the organizational standards	-	-	-	-
PC18. develop marketing strategies to improve sales and profitability	-	-	-	-
PC19. perform various financial activities, such as cash handling, deposit preparation, and payroll	-	-	-	-
PC20. compile and balance cash receipts at the end of the day or shift	-	-	-	-
<i>Manage administrative tasks</i>	10	10	-	5
PC21. ensure compliance by conforming to all the statutory and legal guidelines such as license for serving alcoholic beverage, pollution control etc.	-	-	-	-
PC22. review work procedures to determine ways to improve service, performance, or safety	-	-	-	-
PC23. analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems	-	-	-	-
PC24. forecast staff, equipment, and supply requirements, based on a master menu	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0326
NOS Name	Manage human resource, financial and administrative operations at the food outlet
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	21/04/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

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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/N0325.Manage food outlet operations	40	40	-	20	100	25
THC/N0326.Manage human resource, financial and administrative operations at the food outlet	40	40	-	20	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	25
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	15
Total	160	160	-	80	400	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
F&B	Food & Beverage
SOP	Standard Operating Procedure
PwD	Persons with Disability
IPR	Intellectual Property Rights
PPE	Personal Protective Equipment

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.