

## Qualification Pack



# Kitchen Steward

QP Code: THC/Q0401

Version: 2.0

NSQF Level: 3

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place  
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## Qualification Pack

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### THC/Q0401: Kitchen Steward

#### Brief Job Description

The individual at work cleans and sanitizes the kitchen, kitchen equipment, and appliances, and assists in maintaining inventory of kitchenware, dishware, and kitchen supplies for smooth kitchen operations.

#### Personal Attributes

The job requires the individual to be physically fit as the job includes heavy lifting, working in standing position for long hours, and in hot and humid environment.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0401: Maintain cleanliness in the kitchen](#)
2. [THC/N0404: Assist in maintaining inventory and storage of kitchen supplies and equipment](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

#### Qualification Pack (QP) Parameters

|   |   |
|---|---|
| <b>Sector</b>   | Tourism & Hospitality   |
| <b>Sub-Sector</b>   | Hotels/Restaurant   |
| <b>Occupation</b>   | Food Production and Kitchen   |
| <b>Country</b>  | India   |
| <b>NSQF Level</b>   | 3   |
| <b>Aligned to NCO/ISCO/ISIC Code</b>                      | NCO-2015/5120.0500  |
| <b>Minimum Educational Qualification &amp; Experience</b> | 10th Class/I.T.I (two years after class 8th)<br>OR<br>10th Class/I.T.I (one year after class 8th with one year of experience) |

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|  |                    |
|--|--------------------|
| <b>Minimum Level of Education for Training in School</b> | 9th Class          |
| <b>Pre-Requisite License or Training</b>                 | Not applicable     |
| <b>Minimum Job Entry Age</b>                             | 18 Years           |
| <b>Last Reviewed On</b>                                  | 16/12/2020         |
| <b>Next Review Date</b>                                  | 24/06/2024         |
| <b>NSQC Approval Date</b>                                | 24/06/2021         |
| <b>Version</b>   | 2.0                |
| <b>Reference code on NQR</b>                             | 2021/TH/THSC/04312 |
| <b>NQR Version</b>                                       | 1                  |

## Qualification Pack

### THC/N0401: Maintain cleanliness in the kitchen

#### Description

This OS unit is about cleaning kitchen areas, cooking surfaces, kitchenware, etc. to make them ready for cooking. It also involves, polishing silverware and glassware and cleaning food containers and storage areas

#### Scope

The scope covers the following :

- Prepare for cleaning activities
- Clean kitchenware, service ware, and tableware
- Polish silverware
- Polish glassware
- Clean food containers and storage areas
- Clean kitchen area

#### Elements and Performance Criteria

##### *Prepare for cleaning activities*

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

- PC1.** receive instructions from supervisor on day's duties as per SOP
- PC2.** inspect the assigned area, kitchenware and tableware to be cleaned
- PC3.** arrange cleaning equipment and agents required for cleaning and dishwashing
- PC4.** arrange protective gear like thick cleaning gloves, non-slip footwear, etc.
- PC5.** collect used kitchenware like utensils, cooking tools, from the kitchen and dirty dishware from the point of service
- PC6.** sort the materials for cleaning by type, size, equipment, cleaning agents and usage
- PC7.** ensure the water used for washing is clean and at the correct temperature

##### *Clean kitchenware, service ware, and tableware*

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

- PC8.** use appropriate signages to notify that cleaning process is on or to mark wet floors etc.
- PC9.** remove any food waste from utensils and dispose of in a designated bin
- PC10.** pre-soak equipment and utensils in hot water (preferably) and cleaning agent to remove food particles, if required
- PC11.** place the drain mat and dish rack on the counter
- PC12.** scrub and remove all stains from pots, pans, etc.
- PC13.** use appropriate abrasive material for cleaning heavy pots and cooking equipment
- PC14.** rinse the dishware/kitchenware/service ware in hot water to remove detergent/cleaning agent completely
- PC15.** sanitize the dishware, service ware and other utensils using warm water or steam/hot air treatment

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- PC16.** wash the dishes in the dishwasher as per SOP, if required
- PC17.** dry the kitchenware, service ware and dishware
- PC18.** sort silverware and other utensils and store them safely in the designated location under proper signages for easy identification
- PC19.** drain the rinsed water after washing the dishes
- PC20.** scrub the sink thoroughly with cleanser to remove any greasy film
- PC21.** empty the food trap into the garbage container
- PC22.** wipe off the counter area where dishes have been stacked
- PC23.** hang up the dishcloth or dish brush to dry after rinsing them thoroughly
- PC24.** store all cleaning materials after use in the proper storage location
- PC25.** keep all hazardous material in the safe designated area away from public reach

### *Polish silverware*

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

- PC26.** deliver the washed silverware from the dish-washing area to the polishing area
- PC27.** place the silverware into the hot water before polishing
- PC28.** polish by using an adequate silverware cleaning cloth
- PC29.** check the silverware for any damage
- PC30.** make sure all the silverware is stocked properly

### *Polish glassware*

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

- PC31.** pick up the washed glassware from the shelves located at the dish washing area
- PC32.** deliver the glassware to the polishing area using glass racks
- PC33.** steam the glasses in/over hot water
- PC34.** polish glassware using glass cleaning towel
- PC35.** check the glasses for any chips, marks, etc.
- PC36.** hold the glass by the stem or base with a clean towel when handling after polishing
- PC37.** deliver the polished glassware to the service station using appropriate trays

### *Clean food containers and storage areas*

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

- PC38.** remove all loose dirt and leftover food particles from food containers
- PC39.** rinse with clean potable water and appropriate solution
- PC40.** dry and sanitize all containers
- PC41.** clean all storage areas with an appropriate cleaning agent to remove all dirt and grease
- PC42.** spray pest repellants in the dry storage area periodically to avoid pest infestation
- PC43.** clean cold storage room as per SOP
- PC44.** rinse the cold storage room walls and surfaces with water and non-chlorinated solution
- PC45.** remove any remaining trace of dirt and food particle with a non-abrasive cleaner
- PC46.** rinse with clean water
- PC47.** report any malfunctioning or damage to the supervisor

### *Clean kitchen area*

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

- PC48.** clear spills promptly to ensure safety
- PC49.** clean and sanitize kitchen appliances such as refrigerator, freezer, oven, cooking range, deep fryer, grills, etc.
- PC50.** defrost freezers as per the operating manual
- PC51.** check for the proper functioning of the defrosting system, control valves, cooler fans, etc.
- PC52.** wash and disinfect all surfaces like counters, cooking surface, chopping areas and walls in the kitchen
- PC53.** ensure the dirty water is drained appropriately after cleaning
- PC54.** make sure all kitchen tools and equipment are clean and dry before storing as per organizational SOP
- PC55.** sanitize and close all workstations at the end of the day's business or shift
- PC56.** mop and clean floor, walls, pathways, and dishwashing area as per SOP
- PC57.** collect and remove trash from all areas of operation
- PC58.** empty all bins and place fresh garbage bags
- PC59.** dispose of waste and expired items as per waste management policy
- PC60.** recycle products or items like glass bottles, cardboard boxes, aluminum cans, etc. wherever applicable
- PC61.** ensure the kitchen, and waste bin area is kept clean and tidy at all times
- PC62.** report any breakages or chipped items to the supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** occupational health and safety requirements as applicable in the workplace
- KU2.** organisational code of conduct
- KU3.** types and use of cleaning agents
- KU4.** various types of cleaning equipment
- KU5.** methods to clean and polish glassware and silverware
- KU6.** procedure and sequence of washing kitchen tools, equipment, and appliances
- KU7.** procedure to clean and sanitize the kitchen
- KU8.** procedure to operate dishwashers and dryers
- KU9.** types of storage areas in the kitchen
- KU10.** types of waste and their characteristics
- KU11.** methods of waste segregation and disposal
- KU12.** storage procedure for cleaned kitchen ware

## Generic Skills (GS)

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



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- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** fill-in checklists, log sheets, etc.
- GS3.** plan, prioritize and sequence work operations to increase efficiency
- GS4.** improve and modify own work practices



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### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare for cleaning activities</i>   | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC1.</b> receive instructions from supervisor on day's duties as per SOP  | -            | -               | -             | -          |
| <b>PC2.</b> inspect the assigned area, kitchenware and tableware to be cleaned   | -            | -               | -             | -          |
| <b>PC3.</b> arrange cleaning equipment and agents required for cleaning and dishwashing  | -            | -               | -             | -          |
| <b>PC4.</b> arrange protective gear like thick cleaning gloves, non-slip footwear, etc.  | -            | -               | -             | -          |
| <b>PC5.</b> collect used kitchenware like utensils, cooking tools, from the kitchen and dirty dishware from the point of service | -            | -               | -             | -          |
| <b>PC6.</b> sort the materials for cleaning by type, size, equipment, cleaning agents and usage                                  | -            | -               | -             | -          |
| <b>PC7.</b> ensure the water used for washing is clean and at the correct temperature  | -            | -               | -             | -          |
| <i>Clean kitchenware, service ware, and tableware</i>  | <b>20</b>    | <b>20</b>       | -             | <b>5</b>   |
| <b>PC8.</b> use appropriate signages to notify that cleaning process is on or to mark wet floors etc.                            | -            | -               | -             | -          |
| <b>PC9.</b> remove any food waste from utensils and dispose of in a designated bin   | -            | -               | -             | -          |
| <b>PC10.</b> pre-soak equipment and utensils in hot water (preferably) and cleaning agent to remove food particles, if required  | -            | -               | -             | -          |
| <b>PC11.</b> place the drain mat and dish rack on the counter  | -            | -               | -             | -          |
| <b>PC12.</b> scrub and remove all stains from pots, pans, etc.   | -            | -               | -             | -          |
| <b>PC13.</b> use appropriate abrasive material for cleaning heavy pots and cooking equipment                                     | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC14.</b> rinse the dishware/kitchenware/service ware in hot water to remove detergent/cleaning agent completely                            | -            | -               | -             | -          |
| <b>PC15.</b> sanitize the dishware, service ware and other utensils using warm water or steam/hot air treatment                                | -            | -               | -             | -          |
| <b>PC16.</b> wash the dishes in the dishwasher as per SOP, if required   | -            | -               | -             | -          |
| <b>PC17.</b> dry the kitchenware, service ware and dishware  | -            | -               | -             | -          |
| <b>PC18.</b> sort silverware and other utensils and store them safely in the designated location under proper signages for easy identification | -            | -               | -             | -          |
| <b>PC19.</b> drain the rinsed water after washing the dishes   | -            | -               | -             | -          |
| <b>PC20.</b> scrub the sink thoroughly with cleanser to remove any greasy film   | -            | -               | -             | -          |
| <b>PC21.</b> empty the food trap into the garbage container  | -            | -               | -             | -          |
| <b>PC22.</b> wipe off the counter area where dishes have been stacked  | -            | -               | -             | -          |
| <b>PC23.</b> hang up the dishcloth or dish brush to dry after rinsing them thoroughly  | -            | -               | -             | -          |
| <b>PC24.</b> store all cleaning materials after use in the proper storage location   | -            | -               | -             | -          |
| <b>PC25.</b> keep all hazardous material in the safe designated area away from public reach  | -            | -               | -             | -          |
| <i>Polish silverware</i>   | <b>5</b>     | <b>5</b>        | -             | -          |
| <b>PC26.</b> deliver the washed silverware from the dish-washing area to the polishing area  | -            | -               | -             | -          |
| <b>PC27.</b> place the silverware into the hot water before polishing  | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC28.</b> polish by using an adequate silverware cleaning cloth                                    | -            | -               | -             | -          |
| <b>PC29.</b> check the silverware for any damage  | -            | -               | -             | -          |
| <b>PC30.</b> make sure all the silverware is stocked properly   | -            | -               | -             | -          |
| <i>Polish glassware</i>   | <b>5</b>     | <b>5</b>        | -             | -          |
| <b>PC31.</b> pick up the washed glassware from the shelves located at the dish washing area           | -            | -               | -             | -          |
| <b>PC32.</b> deliver the glassware to the polishing area using glass racks                            | -            | -               | -             | -          |
| <b>PC33.</b> steam the glasses in/over hot water  | -            | -               | -             | -          |
| <b>PC34.</b> polish glassware using glass cleaning towel  | -            | -               | -             | -          |
| <b>PC35.</b> check the glasses for any chips, marks, etc.   | -            | -               | -             | -          |
| <b>PC36.</b> hold the glass by the stem or base with a clean towel when handling after polishing      | -            | -               | -             | -          |
| <b>PC37.</b> deliver the polished glassware to the service station using appropriate trays            | -            | -               | -             | -          |
| <i>Clean food containers and storage areas</i>  | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC38.</b> remove all loose dirt and leftover food particles from food containers                   | -            | -               | -             | -          |
| <b>PC39.</b> rinse with clean potable water and appropriate solution                                  | -            | -               | -             | -          |
| <b>PC40.</b> dry and sanitize all containers  | -            | -               | -             | -          |
| <b>PC41.</b> clean all storage areas with an appropriate cleaning agent to remove all dirt and grease | -            | -               | -             | -          |
| <b>PC42.</b> spray pest repellants in the dry storage area periodically to avoid pest infestation     | -            | -               | -             | -          |
| <b>PC43.</b> clean cold storage room as per SOP   | -            | -               | -             | -          |
| <b>PC44.</b> rinse the cold storage room walls and surfaces with water and non-chlorinated solution   | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC45.</b> remove any remaining trace of dirt and food particle with a non-abrasive cleaner                                   | -            | -               | -             | -          |
| <b>PC46.</b> rinse with clean water   | -            | -               | -             | -          |
| <b>PC47.</b> report any malfunctioning or damage to the supervisor  | -            | -               | -             | -          |
| <i>Clean kitchen area</i>   | <b>15</b>    | <b>15</b>       | -             | <b>5</b>   |
| <b>PC48.</b> clear spills promptly to ensure safety   | -            | -               | -             | -          |
| <b>PC49.</b> clean and sanitize kitchen appliances such as refrigerator, freezer, oven, cooking range, deep fryer, grills, etc. | -            | -               | -             | -          |
| <b>PC50.</b> defrost freezers as per the operating manual   | -            | -               | -             | -          |
| <b>PC51.</b> check for the proper functioning of the defrosting system, control valves, cooler fans, etc.                       | -            | -               | -             | -          |
| <b>PC52.</b> wash and disinfect all surfaces like counters, cooking surface, chopping areas and walls in the kitchen            | -            | -               | -             | -          |
| <b>PC53.</b> ensure the dirty water is drained appropriately after cleaning   | -            | -               | -             | -          |
| <b>PC54.</b> make sure all kitchen tools and equipment are clean and dry before storing as per organizational SOP               | -            | -               | -             | -          |
| <b>PC55.</b> sanitize and close all workstations at the end of the day's business or shift                                      | -            | -               | -             | -          |
| <b>PC56.</b> mop and clean floor, walls, pathways, and dishwashing area as per SOP  | -            | -               | -             | -          |
| <b>PC57.</b> collect and remove trash from all areas of operation   | -            | -               | -             | -          |
| <b>PC58.</b> empty all bins and place fresh garbage bags  | -            | -               | -             | -          |
| <b>PC59.</b> dispose of waste and expired items as per waste management policy  | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC60.</b> recycle products or items like glass bottles, cardboard boxes, aluminum cans, etc. wherever applicable | -            | -               | -             | -          |
| <b>PC61.</b> ensure the kitchen, and waste bin area is kept clean and tidy at all times                             | -            | -               | -             | -          |
| <b>PC62.</b> report any breakages or chipped items to the supervisor  | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>65</b>    | <b>65</b>       | -             | <b>20</b>  |

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### National Occupational Standards (NOS) Parameters

|                           |                                     |
|---------------------------|-------------------------------------|
| <b>NOS Code</b>           | THC/N0401                           |
| <b>NOS Name</b>           | Maintain cleanliness in the kitchen |
| <b>Sector</b>             | Tourism & Hospitality               |
| <b>Sub-Sector</b>         | Hotels/Restaurant                   |
| <b>Occupation</b>         | Food Production & Kitchen           |
| <b>NSQF Level</b>         | 3                                   |
| <b>Credits</b>            | TBD                                 |
| <b>Version</b>            | 2.0                                 |
| <b>Last Reviewed Date</b> | 16/12/2020                          |
| <b>Next Review Date</b>   | 24/06/2024                          |
| <b>NSQ Clearance Date</b> | 24/06/2021                          |

## Qualification Pack

# THC/N0404: Assist in maintaining inventory and storage of kitchen supplies and equipment

## Description

This OS unit is about assisting Kitchen Stewarding Supervisor in maintaining inventory and storing the kitchen supplies and miscellaneous items for the smooth operation of the kitchen.

## Scope

The scope covers the following :

- Maintain inventory of kitchen supplies and equipment
- Store food items/ingredients

## Elements and Performance Criteria

### *Maintain inventory of kitchen supplies and equipment*

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

- PC1.** check for any kitchen requisition with Kitchen Stewarding Supervisor for kitchen supplies, ingredients, equipment, etc.
- PC2.** collect supplies from storekeeper for a refill to maintain proper par levels as per SOP
- PC3.** assist with unloading and storing stock
- PC4.** track quantity of daily and weekly consumption and stock of supplies in the kitchen
- PC5.** check minimum stock level for fuel/gas used in the kitchen
- PC6.** maintain inventory of all kitchen equipment, chinaware, and flatware
- PC7.** replace broken or damaged glassware, kitchenware, and dishware in a timely manner for smooth workflow
- PC8.** report to supervisor for any repair or replacement of equipment and appliances

### *Store food items/ingredients*

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

- PC9.** store daily consumables, leftovers, prepared or partially prepared food and unused ingredients under appropriate conditions as per organizational SOP
- PC10.** label all ingredients and items correctly
- PC11.** wrap all frozen food in foil or plastic wrap to prevent freezer burn
- PC12.** refill kitchen condiment bottles/shakers/oil cans/etc. as per requirement
- PC13.** discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** food hygiene, quality, and safety standards as per organizational policy and FSSAI

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- KU2.** organisational code of conduct
- KU3.** different types of supplies, materials, perishable and non- perishable items used in the kitchen
- KU4.** storage procedure of food items/ingredients as per food safety guidelines and organizational policy
- KU5.** correct temperatures and procedures for storing raw/cooked items, not for immediate use
- KU6.** adequate inventory and stock requirements for business continuity
- KU7.** handling procedure for kitchen appliances, equipment, etc.

### Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, SOP, etc.
- GS2.** communicate with other departments for smooth work flow
- GS3.** interact with supervisor for any clarification
- GS4.** write labels for identification of products to be stored
- GS5.** improve and modify own work practices in the bakery



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### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Maintain inventory of kitchen supplies and equipment</i>   | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC1.</b> check for any kitchen requisition with Kitchen Stewarding Supervisor for kitchen supplies, ingredients, equipment, etc.                               | -            | -               | -             | -          |
| <b>PC2.</b> collect supplies from storekeeper for a refill to maintain proper par levels as per SOP   | -            | -               | -             | -          |
| <b>PC3.</b> assist with unloading and storing stock   | -            | -               | -             | -          |
| <b>PC4.</b> track quantity of daily and weekly consumption and stock of supplies in the kitchen   | -            | -               | -             | -          |
| <b>PC5.</b> check minimum stock level for fuel/gas used in the kitchen  | -            | -               | -             | -          |
| <b>PC6.</b> maintain inventory of all kitchen equipment, chinaware, and flatware  | -            | -               | -             | -          |
| <b>PC7.</b> replace broken or damaged glassware, kitchenware, and dishware in a timely manner for smooth workflow   | -            | -               | -             | -          |
| <b>PC8.</b> report to supervisor for any repair or replacement of equipment and appliances  | -            | -               | -             | -          |
| <i>Store food items/ingredients</i>   | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC9.</b> store daily consumables, leftovers, prepared or partially prepared food and unused ingredients under appropriate conditions as per organizational SOP | -            | -               | -             | -          |
| <b>PC10.</b> label all ingredients and items correctly  | -            | -               | -             | -          |
| <b>PC11.</b> wrap all frozen food in foil or plastic wrap to prevent freezer burn   | -            | -               | -             | -          |
| <b>PC12.</b> refill kitchen condiment bottles/shakers/oil cans/etc. as per requirement  | -            | -               | -             | -          |
| <b>PC13.</b> discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers  | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|----------------------------------|--------------|-----------------|---------------|------------|
| <b>NOS Total</b>                 | <b>20</b>    | <b>20</b>       | <b>-</b>      | <b>10</b>  |

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### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | THC/N0404   |
| <b>NOS Name</b>            | Assist in maintaining inventory and storage of kitchen supplies and equipment |
| <b>Sector</b>              | Tourism & Hospitality   |
| <b>Sub-Sector</b>          | Hotels/Restaurant   |
| <b>Occupation</b>          | Food Production & Kitchen   |
| <b>NSQF Level</b>          | 3   |
| <b>Credits</b>             | TBD   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | 16/12/2020  |
| <b>Next Review Date</b>    | 24/06/2024  |
| <b>NSQC Clearance Date</b> | 24/06/2021  |

## Qualification Pack

### THC/N9901: Communicate effectively and maintain service standards

#### Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

#### Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

#### Elements and Performance Criteria

##### *Communicate effectively with guests, colleagues and superiors*

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.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

##### *Maintain professional etiquette*

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

##### *Provide specific services as per the guests' requirements*

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

## Qualification Pack

**PC19.** follow gender and age sensitive service practices at all times

**PC20.** adhere to the company policies related to prevention of sexual harassment

### 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 hierarchy and reporting 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.** gender specific requirements of different types of guest

**KU10.** specific requirements of different age-groups of guests

**KU11.** age and gender specific etiquette

**KU12.** key helpline numbers

**KU13.** organizational policy with regards to Persons with disability

### Generic Skills (GS)

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

**GS1.** read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

**GS2.** interact with coworkers to work efficiently

**GS3.** communicate effectively with the guests

**GS4.** solve problem when required

**GS5.** improve work processes by incorporating guests' feedback

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Communicate effectively with guests, colleagues and superiors</i>  | <b>20</b>    | <b>20</b>       | -             | <b>10</b>  |
| <b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure                               | -            | -               | -             | -          |
| <b>PC2.</b> communicate with the guests in a polite and professional manner   | -            | -               | -             | -          |
| <b>PC3.</b> clarify guest's requirements by asking appropriate questions  | -            | -               | -             | -          |
| <b>PC4.</b> address guest's dissatisfactions and complaints effectively   | -            | -               | -             | -          |
| <b>PC5.</b> build effective yet impersonal relationship with guests   | -            | -               | -             | -          |
| <b>PC6.</b> inform guests on any issue/problem beforehand including any developments involving them                   | -            | -               | -             | -          |
| <b>PC7.</b> seek feedback from the guests and incorporate them to improve the guest experience                        | -            | -               | -             | -          |
| <b>PC8.</b> escalate any negative feedback received from the guests to immediate reporting authority on high priority | -            | -               | -             | -          |
| <b>PC9.</b> pass on essential information to the colleagues timely  | -            | -               | -             | -          |
| <b>PC10.</b> report any workplace issues to the superior immediately  | -            | -               | -             | -          |
| <i>Maintain professional etiquette</i>  | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC11.</b> report to work on time   | -            | -               | -             | -          |
| <b>PC12.</b> follow proper etiquette while interacting with colleagues and superiors                                  | -            | -               | -             | -          |
| <b>PC13.</b> follow the dress code as per organizational policy   | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC14.</b> maintain personal hygiene  | -            | -               | -             | -          |
| <b>PC15.</b> respect privacy of others at the workplace   | -            | -               | -             | -          |
| <i>Provide specific services as per the guests' requirements</i>  | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC16.</b> offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards | -            | -               | -             | -          |
| <b>PC17.</b> provide assistance to Persons with Disability, if required   | -            | -               | -             | -          |
| <b>PC18.</b> follow the organisational policies specified for Persons with Disability   | -            | -               | -             | -          |
| <b>PC19.</b> follow gender and age sensitive service practices at all times   | -            | -               | -             | -          |
| <b>PC20.</b> adhere to the company policies related to prevention of sexual harassment  | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>40</b>    | <b>40</b>       | -             | <b>20</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | THC/N9901   |
| <b>NOS Name</b>            | Communicate effectively and maintain service standards            |
| <b>Sector</b>              | Tourism & Hospitality   |
| <b>Sub-Sector</b>          | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise |
| <b>Occupation</b>          | Generic   |
| <b>NSQF Level</b>          | 3   |
| <b>Credits</b>             | TBD   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | 24/02/2022  |
| <b>Next Review Date</b>    | 24/02/2025  |
| <b>NSQC Clearance Date</b> | 24/02/2022  |



## Qualification Pack

### THC/N9903: Maintain organisational confidentiality and respect guests' privacy

#### Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

#### Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

#### Elements and Performance Criteria

##### *Maintain organisational confidentiality*

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

##### *Respect guest's privacy*

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

#### Generic Skills (GS)

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

## Qualification Pack

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Maintain organisational confidentiality</i>   | <b>6</b>     | <b>6</b>        | -             | <b>3</b>   |
| <b>PC1.</b> ensure not leaving any confidential information visible and unattended on the workstation                    | -            | -               | -             | -          |
| <b>PC2.</b> comply to organizational IPR policy at all times   | -            | -               | -             | -          |
| <b>PC3.</b> report any infringement of IPR observed by anyone in the company to the concerned person                     | -            | -               | -             | -          |
| <b>PC4.</b> maintain the confidentiality of the organisational information through appropriate use, storage and disposal | -            | -               | -             | -          |
| <i>Respect guest's privacy</i>   | <b>4</b>     | <b>4</b>        | -             | <b>2</b>   |
| <b>PC5.</b> protect personal and financial information of the guest  | -            | -               | -             | -          |
| <b>PC6.</b> refrain self from infringing upon guest's professional deals and plans                                       | -            | -               | -             | -          |
| <b>NOS Total</b>   | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | THC/N9903   |
| <b>NOS Name</b>            | Maintain organisational confidentiality and respect guests' privacy |
| <b>Sector</b>              | Tourism & Hospitality   |
| <b>Sub-Sector</b>          | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise   |
| <b>Occupation</b>          | Generic   |
| <b>NSQF Level</b>          | 3   |
| <b>Credits</b>             | TBD   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | 24/02/2022  |
| <b>Next Review Date</b>    | 24/02/2025  |
| <b>NSQC Clearance Date</b> | 24/02/2022  |

## Qualification Pack

### THC/N9906: Follow Health, Hygiene and Safety practices

#### Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

#### Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

#### Elements and Performance Criteria

##### *Maintain personal and workplace hygiene*

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

##### *Take precautionary health measures*

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

##### *Follow standard safety procedure*

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

##### *Follow effective waste management*

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

## Qualification Pack

- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** 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.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Maintain personal and workplace hygiene</i>   | <b>10</b>    | <b>10</b>       | -             | <b>5</b>   |
| <b>PC1.</b> wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers  | -            | -               | -             | -          |
| <b>PC2.</b> clean the workplace with appropriate cleaning solution and disinfectants as recommended  | -            | -               | -             | -          |
| <b>PC3.</b> clean the crockery and other articles as per established standards   | -            | -               | -             | -          |
| <b>PC4.</b> sanitize all tools and equipment requiring touch points at regular intervals   | -            | -               | -             | -          |
| <b>PC5.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule                               | -            | -               | -             | -          |
| <b>PC6.</b> use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment | -            | -               | -             | -          |
| <b>PC7.</b> dispose of the waste as per the prescribed standards   | -            | -               | -             | -          |
| <b>PC8.</b> maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.                      | -            | -               | -             | -          |
| <i>Take precautionary health measures</i>  | <b>5</b>     | <b>5</b>        | -             | -          |
| <b>PC9.</b> attend regular health check-ups organized by the management  | -            | -               | -             | -          |
| <b>PC10.</b> report personal health issues related to injury, food, air and infectious disease   | -            | -               | -             | -          |
| <b>PC11.</b> report to the concerned authority in case any coworker is unwell  | -            | -               | -             | -          |
| <i>Follow standard safety procedure</i>  | <b>5</b>     | <b>10</b>       | -             | <b>5</b>   |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC12.</b> follow safety procedures while handling materials, tools, equipment etc.           | -            | -               | -             | -          |
| <b>PC13.</b> follow first aid procedures appropriately  | -            | -               | -             | -          |
| <b>PC14.</b> identify hazards at the workplace and report to the concerned person in time       | -            | -               | -             | -          |
| <i>Follow effective waste management</i>  | <b>5</b>     | <b>10</b>       | -             | <b>5</b>   |
| <b>PC15.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace | -            | -               | -             | -          |
| <b>PC16.</b> segregate waste into different coloured dustbins                                   | -            | -               | -             | -          |
| <b>PC17.</b> handle the waste as per SOP  | -            | -               | -             | -          |
| <b>PC18.</b> recycle waste wherever applicable  | -            | -               | -             | -          |
| <b>PC19.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste          | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>25</b>    | <b>35</b>       | -             | <b>15</b>  |



## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | THC/N9906   |
| <b>NOS Name</b>            | Follow Health, Hygiene and Safety practices                       |
| <b>Sector</b>              | Tourism & Hospitality   |
| <b>Sub-Sector</b>          | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise |
| <b>Occupation</b>          | Generic   |
| <b>NSQF Level</b>          | 3   |
| <b>Credits</b>             | TBD   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | 24/02/2022  |
| <b>Next Review Date</b>    | 24/02/2025  |
| <b>NSQC Clearance Date</b> | 24/02/2022  |

## 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 50% of % aggregate marks to successfully clear the assessment.

## Qualification Pack

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

### Minimum Aggregate Passing % at QP Level : 50

(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/N0401.Maintain cleanliness in the kitchen   | 65           | 65              | -             | 20         | 150         | 25         |
| THC/N0404.Assist in maintaining inventory and storage of kitchen supplies and equipment | 20           | 20              | -             | 10         | 50          | 25         |
| THC/N9901.Communicate effectively and maintain service standards                        | 40           | 40              | -             | 20         | 100         | 25         |
| THC/N9903.Maintain organisational confidentiality and respect guests' privacy           | 10           | 10              | -             | 5          | 25          | 5          |
| THC/N9906.Follow Health, Hygiene and Safety practices                                   | 25           | 35              | -             | 15         | 75          | 20         |
| <b>Total</b>  | <b>160</b>   | <b>170</b>      | <b>-</b>      | <b>70</b>  | <b>400</b>  | <b>100</b> |

## Qualification Pack

### Acronyms

|                 |   |
|-----------------|---|
| <b>NOS</b>      | National Occupational Standard(s)               |
| <b>NSQF</b>     | National Skills Qualifications Framework        |
| <b>QP</b>       | Qualifications Pack                             |
| <b>TVET</b>     | Technical and Vocational Education and Training |
| <b>SOP</b>      | Standard Operating Procedures                   |
| <b>FSSAI</b>    | Food Safety and Standards Authority of India    |
| <b>OH&amp;S</b> | Occupational Health and Safety                  |
| <b>PPE</b>      | Personal Protective Equipment                   |
| <b>HACCP</b>    | Hazard Analysis and Critical Control Points     |
| <b>ISO</b>      | International Standards Organization            |
| <b>IPR</b>      | Intellectual Property Rights                    |

## Qualification Pack

### Glossary

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

## Qualification Pack

|   |  |
|---|--|
| <b>Knowledge and Understanding (KU)</b> | Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.   |
| <b>Organisational Context</b>           | Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.   |
| <b>Technical Knowledge</b>              | Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.   |
| <b>Core Skills/ Generic Skills (GS)</b> | Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles. |
| <b>Electives</b>                        | Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.  |
| <b>Options</b>                          | Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.  |