



Model Curriculum

QP Name: Bartender

QP Code: THC/Q0302

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 1.0

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Contents

Training Parameters	1
Program Overview	3
Training Outcomes	3
Compulsory Modules	3
Module 1: Introduction to the Food & Beverage Industry and Bartender	6
Module 2: Perform Bartending Operations	7
Module 3: Carry Out the Activities to Take Orders.....	9
Module 4: Prepare the Beverages and Serve the Guests	10
Module 5: Handle Guests' Queries and Prepare the Bills.....	11
Module 6: Perform the Activities to Close the Day's Operations	12
Module 7: Promote Effective Communication and Service Standard	13
Module 8: Organizational Confidentiality and Guest's Privacy	15
Module 9: Monitor Health and Safety Standard	16
Module 10: Introduction to Employability Skills.....	17
Module 11: Constitutional values - Citizenship	18
Module 12: Becoming a Professional in the 21st Century.....	19
Module 13: Basic English Skills.....	20
Module 14: Career Development & Goal Setting	21
Module 15: Communication Skills	22
Module 16: Diversity & Inclusion.....	23
Module 17: Financial and Legal Literacy.....	24
Module 18: Essential Digital Skills.....	25
Module 19: Entrepreneurship.....	26
Module 20: Customer Service.....	27
Module 21: Getting ready for Apprenticeship & jobs.....	28
Module 22: On-the-Job Training.....	29
Annexure.....	30
Trainer Requirements	30
Assessor Requirements.....	31
Assessment Strategy.....	32
References	34
Glossary.....	34
Acronyms and Abbreviations.....	35

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotel
Occupation	Food and Beverage Service
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5123.9900
Minimum Educational Qualification and Experience	<p>Completed 2nd year of UG OR Pursuing 2nd year of UG and continuous education OR Completed 2nd year of diploma (after 12th) OR Pursuing 2nd year of 2-year diploma after 12th OR Completed 3- year diploma after 10th with 1-year relevant experience OR 12th Grade pass with 2-year relevant experience OR 10th Grade pass with 4-year relevant experience OR Previous relevant Qualification of NSQF Level 4 (Food & beverage Service Associate) and with minimum education as 8th Grade pass with 3-year relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	27/05/2021
Next Review Date	27/05/2024
NSQC Approval Date	27/05/2021
QP Version	2.0
Model Curriculum Creation Date	27/05/2021
Model Curriculum Valid Up to Date	27/05/2024

Model Curriculum Version	1.0
Minimum Duration of the Course	540 Hours, 0 Minutes (Including 60 Hrs ES and OJT)
Maximum Duration of the Course	540 Hours, 0 Minutes (Including 60 Hrs ES and OJT)

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Explain the procedure to prepare for bartending operations
- Employ appropriate practices to greet and welcome guests
- Perform the activities to take guests' order to prepare various alcoholic and non-alcoholic drinks and beverages
- Apply appropriate practices to serve the guests
- Perform the tasks to close for the day's operations
- Apply appropriate practices to promote effective communications with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0306 – Prepare for Bartending Operations NOS Version No. 2.0 NSQF Level 5	35:00	75:00	10:00	00:00	120:00
Module 1: Introduction to the Food and Beverage Industry and Bartender	05:00	00:00	00:00	00:00	05:00
Module 2: Perform Bartending Operations	30:00	75:00	10:00	00:00	115:00
THC/N0307 – Engage with Guests and take Orders NOS Version No. 2.0 NSQF Level 5	40:00	45:00	05:00	00:00	90:00
Module 3: Carry out the Activities to Take Orders	40:00	45:00	05:00	00:00	90:00
THC/N0308 – Prepare, Serve Beverages and Settle the Bill	60:00	105:00	15:00	00:00	180:00

NOS Version No. 2.0					
NSQF Level 5					
Module 4: Prepare the Beverages and Serve the Guests	24:00	50:00	05:00	00:00	79:00
Module 5: Handle Guests' Queries and Prepare the Bills	18:00	35:00	05:00	00:00	58:00
Module 6: Perform the Activities to Close the Day's Operations	18:00	20:00	05:00	00:00	43:00
THC/N9902 – Ensure Effective Communication and Service Standard at Workplace	15:00	15:00	00:00	00:00	30:00
NOS Version No. 2.0					
NSQF Level 6					
Module 7: Promote Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy	15:00	15:00	00:00	00:00	30:00
NOS Version No. 2.0					
NSQF Level 6					
Module 8: Organizational Confidentiality and Guest's Privacy	15:00	15:00	00:00	00:00	30:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace	15:00	15:00	00:00	00:00	30:00
NOS Version No. 2.0					
NSQF Level 6					
Module 9: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 10. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 11. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 12. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 13. Basic English Skills	04:00	06:00	00:00	00:00	10:00

Module 14. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 15. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 16. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 17. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 18. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 19. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 20. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 21. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	204:00	306:00	30:00	00:00	540:00

Module Details

Module 1: Introduction to the Food & Beverage Industry and Bartender

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Bartender
- Explain the scope of work for a Bartender

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Hotel of small, medium and large establishments • Elaborate the job role and job opportunities as a Bartender in the Tourism and Hospitality Industry • Explain basic terminologies used in Bartending • Explain different Food and Beverage outlets • Explain the coordination of Food and Beverage with other departments • Discuss Food and Beverage regulations and guideline as stipulated by FSSAI and State Exercise Act • Elaborate standard code of conduct and business etiquette in the bar and lounge areas 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Perform Bartending Operations

Mapped to NOS/N0306 v 2.0

Terminal Outcomes:

- Describe the function and operational procedure of various tools, equipment and appliances used in the bar, lounge and pub
- Explain the preparation of work for a Bartender
- Explain the methods to manage the stock
- Apply appropriate practices to co-ordinate with the Procurement department and Supervisor for replenishment

Duration: 30:00	Duration: 75:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of maintaining cleanliness and hygiene in the bar and lounge • Elaborate various bar accessories, glasses, and tableware required in the bar along with their uses • Describe the operational and maintenance procedures of various bar appliances and equipment along with their functions • Elaborate the types of fruits, vegetable, snacks, etc. used in the bar, pub, and lounge • Describe various alcoholic and non-alcoholic beverages served in bar, pub, and lounge • Discuss the techniques of managing bar inventory • Explain the standard communication procedure and reporting structure with the higher authority. 	<ul style="list-style-type: none"> • Show how to draw the layout of food and beverage service area and kitchen • Apply appropriate inspection method to ensure cleanliness and hygiene at the bar and lounge • Employ appropriate inspection procedures to check the tools, equipment, appliances, and electrical fittings for cleanliness, and proper functioning • Demonstrate how to operate various bar equipment and appliances • Apply proper ways to organize the bar accessories and tools like bottle opener, shakers, cutlery and pitchers • Demonstrate how to perform basic tasks, like preparing ice-cubes, crushed ice, and garnishes • Show how to place menus and gratis edible on the table, etc. • Employ appropriate practices to run an inventory check of alcoholic and non-alcoholic beverages, garnishes, fruits, eggs, vegetable, snacks, etc. along with their date of expiry • Prepare a sample requisition to coordinate with Procurement Department and Supervisor
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	

Tools, Equipment and Other Requirements

Various tools like shakers, pitchers, bottle-openers, cutlery, Required Appliances and equipment, Tableware, Glassware, Different fruits, vegetable, garnishes, alcoholic and non-alcoholic beverages and snacks, Sample format of pre-requisition report

Module 3: Carry Out the Activities to Take Orders

Mapped to NOS/N0307 v 2.0

Terminal Outcomes:

- Apply appropriate practices to maintain professional etiquette at the workplace
- Describe the techniques of greeting and handling the guests
- Explain the combination of food with the appropriate beverage
- Perform up selling and cross selling
- Employ appropriate practices to co-ordinate with the Procurement department and Supervisor for replenishment

Duration: 40:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of communication etiquette and body language while greeting and welcoming the guests and taking orders from them • Explain the importance of confirming the order and providing an estimated delivery time to the guests • Explain the guest handling techniques at the bar, lounge and pub • Discuss various combinations of Food and Beverages • Describe the strategies of up-selling and cross-selling 	<ul style="list-style-type: none"> • Demonstrate professional etiquette while receiving and greeting the guests and escorting them to their reserved table • Employ appropriate techniques to handle the guests in the bar • Apply proper practices while recommending the combination of Food and Beverages (like pizza with beer) to the guests • Dramatize how to take beverage orders from the guests • Role play how to up sell and cross sell of high margin beverages and other products to the guests • Demonstrate how to take guests' orders manually and using handheld device
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handheld device to take orders, Various food and beverages and their ingredients, Sample menu card, Guests reservation book	

Module 4: Prepare the Beverages and Serve the Guests

Mapped to NOS/N0308 v 2.0

Terminal Outcomes:

- Employ appropriate techniques to handle various tools, glassware, beverage bottles, etc.
- Explain the combination of food with the appropriate beverage and drinks
- Describe the preparation and serving procedures of various beverages and drinks

Duration: 24:00	Duration: 50:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Explain the classifications of various wines, spirit, etc. for making cocktails • Describe the factors that affect the shelf-life of various beverages and syrup and their storage procedures to ensure the quality • Explain basic functions, like stirring, shaking, blending, flaming, etc. to be performed while preparing different cocktails • Elaborate various recipes to prepare alcoholic and non-alcoholic drinks • Discuss the importance of choosing the right glassware to serve various beverages • List appropriate combination of accompaniment to serve with various beverages and drinks • Discuss the standard procedures to serve various beverages to the guests 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate how to handle various glasses, bottle, trays and operate different tools (like bottle opener, corkscrew, knife, etc.) • Employ appropriate practices to use beverages and syrup as per their shelf life and storage procedure • Demonstrate the process of shaking, stirring, blending and flaming used to prepare various cocktails • Demonstrate how to prepare various drinks according to the recipe • Show how to use standard procedure to mix, pour and garnish the prepared drinks • Apply appropriate practices to choose the right glassware, food and snacks to serve different drinks as per order • Demonstrate how to serve various beverages and drinks to the guests
<p>Classroom Aids</p> <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Various tools (bottle opener, corkscrew, knife), Glassware, Wines, Spirits, Different ingredients required for various drinks and beverages, Trays</p>	

Module 5: Handle Guests' Queries and Prepare the Bills

Mapped to NOS/N0308 v 2.0

Terminal Outcomes:

- Describe the ways to handle guests' complaints and escalate issues
- Explain the billing procedure
- Describe the cash management procedure

Duration: 18:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the standard procedure to handle guests' complaints and escalate unresolved issues • Describe the procedure of electronic billing and digital payment • Elaborate the methods of daily cash management 	<ul style="list-style-type: none"> • Dramatize responding of guests' queries • Role play how to report and escalate the issues to the Manager and other operational Departments • Employ appropriate practices to prepare the bill and match it with the guests' order • Demonstrate how to receive the payment using card-swiping machine and handle the daily cash flow
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Bill book, Card swiping machine, Various tools (Bar spoons, Bottle opener, Corkscrew, Cocktail shaker, Cocktail strainer, Cocktail board, Ice bucket, etc.), Glassware (Tumbler, Coupe, Cocktail glass, Flute, Highball, Pitcher, Shot glass, etc.) and equipment (Billing machine, Billing printer, etc.)	

Module 6: Perform the Activities to Close the Day's Operations

Mapped to NOS/N0308 v 2.0

Terminal Outcomes:

- Describe the ways to close for the day's operation

Duration: 18:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the importance of cleaning and sanitizing the bar and the tools, equipment, glassware, etc. before closing the bar Explain the methods to organize and store the equipment, tools, and other products before closing the bar Discuss the importance of cleaning out the taps and locking the cabinet, refrigerator, etc. Explain the significance of taking the notes of closing inventory and following bar closing timing as per the regulations 	<ul style="list-style-type: none"> Apply proper practices to clean and sanitize the bar, various tools, equipment, etc. Employ proper ways to organize and store various equipment, glassware and other products
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Bill book, Card swiping machine, Various tools (Bar spoons, Bottle opener, Corkscrew, Cocktail shaker, Cocktail strainer, Cocktail board, Ice bucket, etc.), Glassware (Tumbler, Coupe, Cocktail glass, Flute, Highball, Pitcher, Shot glass, etc.) and equipment (Billing machine, Billing printer, etc.)	

Module 7: Promote Effective Communication and Service Standard

Mapped to NOS/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices to communicate effectively with guests, team members, and superiors
- Describe the ways to promote professional etiquette
- Employ appropriate practices to ensure sensitization towards different age groups, gender and persons with disabilities

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	

Sample of escalation matrix, Organisation structure

Module 8: Organizational Confidentiality and Guest's Privacy

Mapped to NOS/N9910 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: Monitor Health and Safety Standard

Mapped to NOS/N9907 v 2.0

Terminal Outcomes:

- Apply appropriate practices to ensure health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Employ appropriate practices to minimize potential risks and hazards
- Employ effective waste management

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • List different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 10: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. 	<ul style="list-style-type: none"> • Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English. • Write a short note/paragraph / letter/e - mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of career development & goal setting 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team 	<ul style="list-style-type: none"> • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of escalating sexual harassment issues as per POSH act. 	<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> List the common components of salary and compute income, expenditure, taxes, investments etc. Discuss the legal rights, laws, and aids. 	<ul style="list-style-type: none"> Outline the importance of selecting the right financial institution, product, and service. Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the role of digital technology in today's life • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely. 	<ul style="list-style-type: none"> • Create sample word documents, excel sheets and presentations using basic features. • Utilize virtual collaboration tools to work effectively.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the types of entrepreneurships and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and confidence during an interview. List the steps for searching and registering for apprenticeship opportunities. 	<ul style="list-style-type: none"> Create a professional Curriculum Vitae (CV) Perform a mock interview Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 22: On-the-Job Training

Mapped to Bartender

Mandatory Duration: 30:00	Recommended Duration: 000:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Perform the activities to ensure cleanliness and hygiene at the bar and lounge • Demonstrate the inspection procedure to check for proper functioning of various tools, equipment, appliances, and crockery • Apply appropriate practices to operate and organize bar accessories and tools • Perform the process to ensure proper cleaning and sanitization of the equipment • Perform basic bartending activities • Demonstrate the standard procedure to welcome and greet the guests • Show how to take beverage orders from the guests as per the standard operating procedures • Apply appropriate techniques to enhance sales • Perform the activities to co-ordinate with the Procurement Department and Supervisor for replenishment of defect in appliances/equipment, if any • Demonstrate the procedures to prepare alcoholic and non-alcoholic drinks and beverages • Demonstrate how to serve food and drinks to the guests • Apply appropriate practices to handle guests' complaints • Demonstrate the expertise of generating the bill • Perform the activities of accepting cash or electronic payment • Perform the steps of cash management procedures • Prepare a sample report to communicate the unresolved guests' complaints and issues to the Top Management • Prepare a day-to-day inventory report • Demonstrate positive body language when dealing with guests and colleagues • Dramatize a situation on promoting appropriate communication standard and etiquette while interacting with guests, colleagues, and superiors • Show how to segregate and dispose of the waste as per the standards • Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow • Employ appropriate practices to ensure sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy • Apply appropriate practices to maintain personal and team hygiene and grooming at workplace • Display how to identify hazards at workplace and report to the higher authority • Perform basic activities to ensure gender and age-sensitive service practices • Perform all the activities to ensure health, hygiene, and safety standards at the workplace 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class I.T.I. Or Certificate/ Diploma/ Degree	Food and Beverage Service/Hospitality Management/ Hotel Management	5	Food and Beverage Service/ Hospitality Management/ Hotel Management	1	Food and Beverage Service/ Hospitality Management/ Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Bartender”, “THC/Q0302, V2.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1.0” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class I.T.I. Or Certificate/ Diploma/ Degree	Food and Beverage Service/Hospitality Management/Hotel Management	5	Food and Beverage Service/Hospitality Management/Hotel Management	1	Food and Beverage Service/Hospitality Management/Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Bartender”, “THC/Q0302, V2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1.0” with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location

- Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
WHO	World Health Organization