



# Model Curriculum

**QP Name: Cafeteria Supervisor**

**QP Code: THC/Q5905**

**QP Version: 1.0**

**NSQF Level: 5**

**Model Curriculum Version: 1.0**

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# Training Parameters

|   |   |
|---|---|
| <b>Sector</b>   | Tourism and Hospitality   |
| <b>Sub-Sector</b>                                       | Facility Management   |
| <b>Occupation</b>                                       | Catering Services   |
| <b>Country</b>  | India   |
| <b>NSQF Level</b>                                       | 5   |
| <b>Aligned to NCO/ISCO/ISIC Code</b>                    | NCO-2015/1120.2900  |
| <b>Minimum Educational Qualification and Experience</b> | 12th Class/I.T.I. (two years after class 10th) with 2 Years of experience as a Food and Beverage Service -Associate<br>OR<br>12th Class/I.T.I. (one year after class 10th with one year of relevant experience) with 2 Years of experience as a Food and Beverage Service -Associate<br>OR<br>Certificate-NSQF (Level-4 Food and Beverage Service - Associate) with 1 Years of experience as a Food and Beverage Service -Associate |
| <b>Pre-Requisite License or Training</b>                | NA  |
| <b>Minimum Job Entry Age</b>                            | 21 years  |
| <b>Last Reviewed On</b>                                 | 30/09/2021  |
| <b>Next Review Date</b>                                 | 30/09/2024  |
| <b>NSQC Approval Date</b>                               | 30/09/2021  |
| <b>QP Version</b>                                       | 1.0   |
| <b>Model Curriculum Creation Date</b>                   | 30/09/2021  |
| <b>Model Curriculum Valid Up to Date</b>                | 30/09/2024  |
| <b>Model Curriculum Version</b>                         | 1.0   |
| <b>Minimum Duration of the Course</b>                   | 772 Hours, 0 Minutes  |
| <b>Maximum Duration of the Course</b>                   | 772 Hours, 0 Minutes  |

# 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:

- Perform the tasks to maintain cleanliness of the sales counter
- Perform the activities to set up the sales counter at the start of the day
- Explain how to manage the inventory and sales improvement activities
- Describe the procedure of processing the guest's order
- Apply proper procedure to manage catering operation
- Create a sample weekly work schedule and duty roasters of staff
- 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 |
|--|-----------------|--------------------|--|--|----------------|
| <b>Bridge Module</b>   | <b>08:00</b>    | <b>00:00</b>       | <b>00:00</b>                             | <b>00:00</b>                               | <b>08:00</b>   |
| Module 1: Introduction to Hotel Industry and Cafeteria Supervisor  | 08:00           | 00:00              | 00:00                                    | 00:00                                      | 08:00          |
| <b>THC/N2911: Set up &amp; Maintain Sales Counter and Assist Guests<br/>NOS Version No. 2.0<br/>NSQF Level 4</b> | <b>44:00</b>    | <b>60:00</b>       | <b>44:00</b>                             | <b>00:00</b>                               | <b>148:00</b>  |
| Module 2: Organize the Sales Counter for Daily Activities  | 24:00           | 40:00              | 24:00                                    | 00:00                                      | 88:00          |
| Module 3: Provide Assistance with Guest's Order  | 20:00           | 20:00              | 20:00                                    | 00:00                                      | 60:00          |
| <b>THC/N5910– Manage Catering Operations<br/>NOS Version No. 1.0<br/>NSQF Level 5</b>                            | <b>80:00</b>    | <b>200:00</b>      | <b>148:00</b>                            | <b>00:00</b>                               | <b>428:00</b>  |
| Module 4: Manage Resources and Logistics   | 32:00           | 80:00              | 80:00                                    | 00:00                                      | 192:00         |

|   |               |               |               |              |               |
|---|---------------|---------------|---------------|--------------|---------------|
| for Catering Services   |               |               |               |              |               |
| Module 5: Ensure Food Quality and Catering Business Administration  | 48:00         | 120:00        | 68:00         | 00:00        | 236:00        |
| <b>THC/N9902 – Ensure Effective Communication and Service Standard at Work Place<br/>NOS Version No. 2.0<br/>NSQF Level 6</b>     | <b>24:00</b>  | <b>32:00</b>  | <b>24:00</b>  | <b>00:00</b> | <b>80:00</b>  |
| Module 6: Promote Effective Communication and Service Standard  | 24:00         | 32:00         | 24:00         | 00:00        | 80:00         |
| <b>THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy<br/>NOS Version No. 2.0<br/>NSQF Level 6</b> | <b>16:00</b>  | <b>04:00</b>  | <b>08:00</b>  | <b>00:00</b> | <b>28:00</b>  |
| Module 7: Organizational Confidentiality and Guest’s privacy  | 16:00         | 04:00         | 08:00         | 00:00        | 28:00         |
| <b>THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace<br/>NOS Version No. 2.0<br/>NSQF Level 6</b>          | <b>24:00</b>  | <b>40:00</b>  | <b>16:00</b>  | <b>00:00</b> | <b>80:00</b>  |
| Module 8: Monitor Health and Safety Standard  | 24:00         | 40:00         | 16:00         | 00:00        | 80:00         |
| <b>Total Duration</b>   | <b>196:00</b> | <b>336:00</b> | <b>240:00</b> | <b>00:00</b> | <b>772:00</b> |

# Module Details

## Module 1: Introduction to Hotel Industry and Cafeteria Supervisor *Bridge Module*

### Terminal Outcomes:

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

| <b>Duration:</b> 08:00  | <b>Duration:</b> 00:00                   |
|---|--|
| <b>Theory – Key Learning Outcomes</b>   | <b>Practical – Key Learning Outcomes</b> |
| <ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Elaborate the hierarchy of hotel of small, medium and large establishments</li> <li>• Discuss inter and intra departmental coordination of Food Production &amp; Kitchen service with other departments</li> <li>• Elaborate the job role and job opportunity for Cafeteria Supervisor in the Tourism and Hospitality Industry</li> <li>• Elaborate different types of menus served in Catering Services</li> </ul> | NA                                       |
| <b>Classroom Aids</b>   |  |
| Whiteboard, Markers, Duster, Projector, Laptop, Presentation  |  |
| <b>Tools, Equipment and Other Requirements</b>  |  |
| NA  |  |

## Module 2: Organize the Sales Counter for Daily Activities

Mapped to THC/N2911 v 2.0

### Terminal Outcomes:

- Apply appropriate knowledge and skills of using different tools and equipment
- Explain the procedure to maintain cleanliness and hygiene of the workstation
- Describe effective inventory management procedures

| <b>Duration: 24:00</b>  | <b>Duration: 40:00</b>  |
|---|---|
| <b>Theory – Key Learning Outcomes</b>   | <b>Practical – Key Learning Outcomes</b>  |
| <ul style="list-style-type: none"> <li>• Explain the importance of organising the sales counter and maintaining its cleanliness and hygiene</li> <li>• Elaborate various tools, equipment, food items, and other supplies required at the workstation</li> <li>• Explain the procedure to set up the sales counter</li> <li>• Describe effective ways to display food and beverage items at sales counter</li> <li>• Elaborate counter sales inventory management procedures</li> <li>• Explain FSSAI and HACCP standard protocols related to Food Production, Food safety and quality standards</li> </ul> | <ul style="list-style-type: none"> <li>• Employ appropriate practices to organise the sales counter</li> <li>• Demonstrate how to arrange and operate various tools and equipment in the counter and workstation</li> <li>• Apply appropriate techniques to maintain cleanliness and hygiene of the sales counter</li> <li>• Demonstrate how to set up the sales counter</li> <li>• Employ appropriate inspection procedures to check the displayed food and beverages for cleanliness, freshness, visual appeal and proper labelling</li> <li>• Employ appropriate techniques to manage counter sales inventory</li> </ul> |
| <b>Classroom Aids</b>   |   |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures   |   |
| <b>Tools, Equipment and Other Requirements</b>  |   |
| Relevant tools and equipment, Various types of food and beverages, Other supplies, and materials.   |   |

## Module 3: Provide Assistance with Guest's Order

### Mapped to THC/N2911 v 2.0

#### Terminal Outcomes:

- Explain the ways of greeting the guests
- Describe the activities to assist the guests while ordering the food and beverages

| <b>Duration: 20:00</b>  | <b>Duration: 20:00</b>  |
|---|---|
| <b>Theory – Key Learning Outcomes</b>   | <b>Practical – Key Learning Outcomes</b>  |
| <ul style="list-style-type: none"> <li>• Discuss the importance of communication etiquette and body language while assisting guests with their orders</li> <li>• Explain the procedure to handle guest's order</li> <li>• Describe the factors that affect the shelf-life of foods available in the QSR and the precautionary measures to ensure food quality</li> <li>• Discuss different types of sauces, accompaniments and tableware used in the restaurants</li> <li>• Describe the process of handling online orders</li> </ul> | <ul style="list-style-type: none"> <li>• Demonstrate professional etiquette while receiving and greeting the guests</li> <li>• Dramatize how to handle guest's order</li> <li>• Employ appropriate techniques to check the quality of food</li> </ul> |
| <b>Classroom Aids</b>   |   |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures   |   |
| <b>Tools, Equipment and Other Requirements</b>  |   |
| Cutlery, Tableware, Sauces, Accompaniments, Wrappers, Various cleaning chemicals and accessories, Some pre/semi - cooked food material.   |   |





## Module 5: Ensure Food Quality and Catering Business Administration

Mapped to THC/N5910 v 1.0

### Terminal Outcomes:

- Perform the steps for ensuring the quality of food and presentation during cooking and serving
- Apply appropriate procedure to control inventories of food, equipment, and beverages for catering services
- Discuss various methods of keeping relevant records for catering service
- Create a sample equipment maintenance schedule

| <b>Duration: 48:00</b>   | <b>Duration: 120:00</b>  |
|--|--|
| <b>Theory – Key Learning Outcomes</b>  | <b>Practical – Key Learning Outcomes</b>   |
| <ul style="list-style-type: none"> <li>• Discuss the guidelines of FSSAI (Food Safety and Standards Authority of India) for food safety</li> <li>• Discuss the appropriate temperature and serving standards for various food items and beverages while serving the guest</li> <li>• Elaborate the ways to maintain cleanliness and hygiene at the workplace</li> <li>• Explain the appropriate handling procedures for various food items</li> <li>• Discuss various inventory management and stock optimization methods</li> <li>• State the significance of self-availability on-site during Out Door Catering (ODC) at all times</li> <li>• Describe various methods of record-keeping for catering service</li> <li>• Discuss the applicable statutory and regulatory requirements for the catering business</li> </ul> | <ul style="list-style-type: none"> <li>• Apply inspection techniques to check the supplies, equipment, and work area for efficient service and conformance to standards</li> <li>• Apply proper practices to inspect the food for quality during cooking and for presentation and correct temperature while serving</li> <li>• Employ appropriate procedures to ensure that serving standards are maintained while serving the guests and any special requests of the guests are addressed</li> <li>• Employ proper practices to assist catering manager with planning of special events like menu planning, logistics etc.</li> <li>• Apply appropriate methods to monitor working hours of the staff with appropriate break periods</li> <li>• Employ appropriate approaches to analyse operational problems, such as theft and wastage, and establish procedures to alleviate these problems</li> <li>• Apply appropriate methods to control inventories of food, equipment, and beverages, and report shortages to designated person</li> <li>• Prepare a sample equipment maintenance schedule</li> <li>• Role play a situation on how to handle and address client complaints promptly</li> <li>• Dramatize a situation to submit the bills to client and collect money from them</li> </ul> |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Apply proper procedure to record production, operational, and personnel data on specified form</li> </ul> |
| <p><b>Classroom Aids</b></p>   |  |
| <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures</p> |  |
| <p><b>Tools, Equipment and Other Requirements</b></p>  |  |
| <p>Sample equipment maintenance schedules , menu etc.</p>  |  |





## Module 8: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

### Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

| <b>Duration: 24:00</b>   | <b>Duration: 40:00</b>   |
|--|--|
| <b>Theory – Key Learning Outcomes</b>  | <b>Practical – Key Learning Outcomes</b>   |
| <ul style="list-style-type: none"> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss procedure to maintain personal hygiene</li> <li>• Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment</li> <li>• Describe standard safety procedures to be followed while handling tools, material, and equipment</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• List the components of the first-aid kit</li> <li>• Describe the methods to minimize accidental risks and potential hazards in the workplace</li> <li>• Explain different safety warning signs and labels at workplace</li> <li>• Discuss ways to identify and segregate different types of waste at the workplace</li> <li>• Explain the procedure to report accident and other health related issues as per SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles</li> <li>• Dramatize a situation to ensure work area is clean, hygienic and hazard free</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Apply appropriate practices to follow basic first-aid procedures by self and team members</li> <li>• Apply effective waste management procedures at the workplace depending on the types of waste</li> <li>• Role play a situation on reporting safety and security issues to the concerned authority</li> <li>• Prepare a sample incident report</li> </ul> |
| <b>Classroom Aids</b>  |  |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures  |  |
| <b>Tools, Equipment and Other Requirements</b>   |  |
| 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 9: On-the-Job Training

### Mapped to Cafeteria Supervisor

**Mandatory Duration:** 240:00

**Recommended Duration:** 00:00

**Location:** On Site

#### Terminal Outcomes

- Employ appropriate practices to organise the sales counter
- Demonstrate how to arrange and operate various tools and equipment in the counter and workstation
- Apply appropriate techniques to maintain cleanliness and hygiene of the sales counter
- Demonstrate how to set up the sales counter
- Employ appropriate inspection procedures to check the displayed food and beverages for cleanliness, freshness, visual appeal and proper labelling
- Employ appropriate techniques to manage counter sales inventory
- Demonstrate professional etiquette while receiving and greeting the guests
- Dramatize how to handle guest's order
- Employ appropriate techniques to check the quality of food
- Prepare a sample weekly work schedule and duty roaster for the staff
- Role play on how to brief the catering staff regarding the assigned duties
- Employ proper practices to handle and resolve staff problems like absenteeism, schedule change, etc. and arrange backup for unplanned leaves of any employee
- Employ proper practices to inform management regarding human resource requirement in the department and assist the catering manager in hiring the staff
- Apply appropriate methods to supervise the staff in maximizing all resources to achieve high quality and excellent cost control
- Show how to administer performance management and take appropriate disciplinary actions as required
- Apply proper procedures to train the staff about organizational work culture, quality standards, and job responsibilities along with identifying their specific training needs and implementing a staff training plan accordingly
- Employ proper practices to obtain details from the manager regarding the booking like menu, pax, or any other special requirement of the guest
- Apply proper procedures to ensure availability of all supplies, material and equipment
- Show how to check the vehicles for cleanliness and sanitation before loading the food items, supplies and equipment and ensure all food items are stored at appropriate temperature and as per standards
- Apply inspection techniques to check the supplies, equipment, and work area for efficient service and conformance to standards
- Apply proper practices to inspect the food for quality during cooking and for presentation and correct temperature while serving
- Employ appropriate procedures to ensure that serving standards are maintained while serving the guests and any special requests of the guests are addressed
- Employ proper practices to assist catering manager with planning of special events like menu planning, logistics etc.
- Apply appropriate methods to monitor working hours of the staff with appropriate break periods
- Employ appropriate approaches to analyse operational problems, such as theft and wastage, and establish procedures to alleviate these problems
- Apply appropriate methods to control inventories of food, equipment, and beverages, and

report shortages to designated person

- Prepare a sample equipment maintenance schedule
- Role play a situation on how to handle and address client complaints promptly
- Dramatize a situation to submit the bills to client and collect money from them
- Apply proper procedure to record production, operational, and personnel data on specified form
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps 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
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on 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 <sup>th</sup> Class/I.T.I.<br>OR<br>Certificate/<br>Diploma/<br>Degree | Facility Management / Hospitality Management/ Hotel Management | 5                            | Facility Management / Hospitality Management /Hotel Management | 1                   | Facility Management / Hospitality Management/ Hotel Management |         |

| Trainer Certification   |   |
|---|---|
| Domain Certification  | Platform Certification  |
| “Cafeteria Supervisor”, “THC/Q5905, V1.0”,<br>Minimum accepted score is 80% | “Trainer”, “MEP/Q2601, V1.0” with a scoring of<br>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



## Acronyms and Abbreviations

| <b>Term</b>     | <b>Description</b>                              |
|-----------------|---|
| <b>QP</b>       | Qualification Pack                              |
| <b>NSQF</b>     | National Skills Qualification Framework         |
| <b>NSQC</b>     | National Skills Qualification Committee         |
| <b>NOS</b>      | National Occupational Standards                 |
| <b>TVET</b>     | Technical and Vocational Education and Training |
| <b>SOP</b>      | Standard Operating procedures                   |
| <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                    |
| <b>PwD</b>      | Persons with Disability                         |